Department of Administration

SC Office of Economic Opportunity

2022





Effective January 1, 2022

Table of Contents

Section 1: Community Services Block Grant

Community Services Block Grant Federal Overview	3
CSBG State Overview	4
5CSBG Income Guidelines	5
Income Eligibility	6
One-Time Income Verification	6
Income & Contribution Frequencies	6
How to Calculate Income	6
Contributions/Income to Exclude	9
Program Eligibility	10
Local Initiative Projects	11
GEAP (General Emergency Assistance Program)	12
CSBG Housing Assistance	14
CSBG Nutrition Assistance	15
CSBG Employment and Education	15
Youth Leadership Program (YLP)	16
CSBG Program Reporting	
Section 2:	
Home Energy Assistance Program	
LIHEAP Federal Overview	28
LIHEAP State Overview	29
LIHEAP Income Guidelines	30
Income Eligibility	31
One-Time Income Verification	31
Income & Contribution Frequencies	31
How to Calculate Income	31
Contributions/Income to Exclude	34
Program Eligibility	35
Direct Assistance Benefit	40
Emergency Crisis Intervention Benefit	45
LIHEAP Weatherization (LWAP)	
LIHEAP Outreach Activities	

LIHEAP Disaster Relief	51
LIHEAP Appeals & Fair Hearing	52
LIHEAP Planning & Reporting	
Project Share (PS)	
Section 3:	
COVID-19 Services	
CARES ACT Guidance	70
CSBG COVID-19 Overview	71
LIHEAP COVID-19 Supplemental Benefit Program	73
Appendices:	
Appendix AGEAP Check	list
Appendix BLocal Initiative Project Check	list
Appendix C Youth Leadership Check	list
Appendix D CSBG ROMA Outcome Measures Rep	ort
Appendix EMortgage Assistance Affida	vit
Appendix F How to use the ROMA Logic Mod	del
Appendix GLIHEAP Check	
Appendix H Disaster Relief: COVID-19 Declaration of Incor	
Appendix I SC OEOStatewide Appeal and Fair Hearing Procedu	res
Appendix J Notice of Denial of Assistance/Service	
Appendix KSample LIHEAP Household Rep	
Appendix LLIHEAP Glossary of Ter	
Appendix MSC OEO Statewide Vendor Agreeme	
Appendix NSouth Carolina OEO: Fraud, Waste & Abuse Polic	
Appendix O(OEO/State) CSBG &LIHEAP Staff Informati	ion



Community Services Block Grant Federal Overview

The Community Services Block Grant (CSBG), administered by states, provides core funding to local agencies to reduce poverty, revitalize low-income communities and to empower low-income families to become self-sufficient. The CSBG is currently authorized under the 1998 CSBG Act.

ligible entities in the CSBG network are **Community Action Agencies** (CAAs), created through the Economic Opportunity Act, a predecessor of the CSBG. Community representation and accountability are hallmarks of the CSBG network, where agencies are governed by a tri-partite board. This board structure consists of elected public official, representatives of the low-income community, and appointed leaders of the private sector. Allocations for CSBG subgrantees is calculated based on the 10-year United States Census poverty rates of the county(s) served by the sub-grantee.

CSBG is not required to implement verification requirements, therefore, "Non-citizens, regardless of their alien status, should not be banned from Community Services Block Grant programs" (CSBG IM No. 30, US Department of HHS for Children and Families Office of Community Services Division of State Assistance).

The federal income eligibility is based on a household's earnings/contributions and must not exceed 200% of the federal poverty level (FPL).

CSBG State Overview



CSBG services shall seek to promote social and economic self-sufficiency through the achievement and

development of knowledge, skills and abilities that will enable low-income individuals to effectively respond to and manage those life circumstances that negatively impact their wellbeing and accomplishment of life goals. Through the strengthening of individual and family competencies, services shall enable low-income persons to mobilize the resources and support necessary to deal with existing problems, needs and future aspirations.

Linkages will be developed with local entities to fill identified gaps in services through the provision of information, referrals, case management and follow-up consultations. Funds made available to eligible entities will be coordinated with other public and private resources and may be used to support innovative community and neighborhood-based initiatives with the goal of strengthening families.

State Community Service Programs include:

- Employment
- Education
- Income Management
- Housing
- Emergency Services
- Nutrition
- Self-Sufficiency
- Health

Community Needs Assessment

OEO will secure from each eligible entity, a current community-needs assessment for the

areas served (to include each county) which may also be coordinated with community-needs assessments conducted for other programs. OEO requires a comprehensive needs assessment once every three (3) years. The needs assessment should be updated, as needed, during the interim years. The next comprehensive needs assessment is due to OEO in August 2022 with the submission of the program year (PY) 2023 Community Action Plan.

Results Oriented Management and Accountability (ROMA) System

Eligible entities will participate in and comply with the ROMA System, which the Secretary facilitated development of pursuant to Section 678E, utilizing SCROMA and provide a description of specific measures to be used to substantiate the outcomes of each funded program and eligible entity (CAA) performance in promoting self-sufficiency, family stability, and community revitalization.

Grant Award Disbursements

Agencies will receive the grant award(s) based upon OEO's receipt of the federal notice of award(s), the timely completion, receipt and final OEO approval of the agency's CSBG Community Action Plan and application budget.

CSBG Fund Limitations

Section 678F(a)(1) of the CSBG Act (Limitations on use of funds) does not allow the State or any other person with which the State decides, to use CSBG funds for the purchase, construction, or permanent improvement (other than low-cost residential weatherization or other energy-related home repairs) of any building or facility. The use of CSBG funds to secure rental properties for programs requires Logic Model approval to demonstrate community benefit.

New! Customer Applications

Application Retention

OEO eligible entities are required to fully utilize the statewide database (DBA FACSPro) and must enter and account for all customer applications in DBA, whether the household/customer is assisted or not. Not retaining or destroying applications submitted to a local agency violates 45 CFR §75, Retention requirements for records.

Timeframes to Process Customer Applications

With the exception of emergencies, OEO requires eligible entities to process customer applications, regardless of the method of intake, within 30-days of submission to notify each applicant of their approval, denial or when additional information is required to determine eligibility.

When does 30-day processing begin?

OEO will consider the date on the customer's application to determine the 30-day processing

timeframe unless the agency has an alternative process approved by the State.

Notice of Denial for Ineligible Applicants

For applicants/households deemed ineligible, CAA intake staff should select the "Service Not Received" option in the statewide database to properly account for ineligible and incomplete applications.

A **Notice of Denial form** will automatically print when "Service Not Received" is selected. The agency must notify the applicant of their reason for denial as outlined on the form:

Applicant/household did not meet the program eligibility requirements.
Applicant failed to provide sufficient evidence regarding their application to determine eligibility.
Other

CSBG Federal Income Guidelines

	200%	200%
FAMILY SIZE	Monthly	Annual
	Poverty	Poverty
	Guideline	Guideline
1	\$2,126.67	\$25,520.00
2	\$2,873.33	\$34,480.00
3	\$3,620.00	\$43,440.00
4	\$4,366.67	\$52,400.00
5	\$5,113.33	\$61,360.00
6	\$5,860.00	\$70,320.00
7	\$6,606.67	\$79,280.00
8	\$7,353.33	\$88,240.00
For each additional person, add		
	\$746.67	\$8,960.00

FIGURE 1.1 Federal Poverty Income Guidelines are in effect as of January 20, 2021. The 2022 HHS poverty guidelines will be updated once published in the Federal Register and can be referenced at http://aspe.hhs.gov/poverty-guidelines.

Income Eligibility

Applications must be made in the designated service area. The Federal Poverty Guidelines must be used as the primary criterion in determining income eligibility. To receive assistance under any CSBG project involving direct services an applicant's total household income must not exceed the federal poverty level. Household is defined by the Bureau of Census as consisting of all persons who occupy a housing unit (i.e., house or apartment), whether they are related to each other or not. Total household income is based on income at the time of application.

One-time Income Verification

The purpose of the income determination is to establish the household's eligibility for service in accordance with the statutory definition of poverty level. The goal is to implement program services that will enhance and promote self-sufficiency, and not to penalize low-income persons as they move from poverty to self-sufficiency.

Income eligibility will be determined once during a program year considering the household's 30-day income at the time of the initial application. If the household meets the income guidelines, the household will be considered eligible for all qualifying grants for the remainder of the program year. If the individual/household seeks additional assistance during the same program year, the applicant will only be required to present a current bill and supporting documentation.

However, previous income used to determine the household's eligibility for the program year, along with the initial DBA application, should be copied in the household's file for each additional service provided.

Income & Contribution Frequencies

Income/contributions should be entered in the statewide database (DBA) based on the



frequency of pay using gross amounts: when an applicant or household member is paid weekly throughout the 30-day period, enter the income as "weekly"; if paid bi-weekly (every two weeks or 14 days) enter income as "bi-weekly; if paid semi-monthly (twice per month) enter as semi-monthly; if monthly (paid once each month) enter as monthly.

To determine the accurate 30-day income to be entered into DBA, the calculations are as follows:

- Weekly: (((amount1 + amount2 + amount 3 + amount4) /4) * 4.33)
- **Bi-Weekly:** ((amount1 +amount2) /2)*2.165
- Semi-Monthly (amount1 + amount2)
- Monthly (monthly income x 12)

How to Calculate Income

When calculating total household income, include all income (use actual amount; do not round) for **the last 30 days** (include the date of



application). Calculate the **"gross"** income to determine eligibility.

► Individuals with Wages

When an applicant or member of the household has earned only one paycheck in the 30-day period, enter it based on the frequency of payroll period, also. SC ROMA (DBA FACSPRO) will provide the calculations to determine eligibility.

► Self-Employed Individuals/Tax Filings

When an individual is self-employed and operating a business outside of the home, use the "net" profit. An individual must provide the **entire** 2021 (most recent) signed Federal Tax Form pertaining to the business (e.g. 1040 Schedule C of Profit or Loss or 1040 Schedule C-EZ). For Form 1040 schedule C, use total from line 31(Net Profit), divide it by 12 = monthly income amount.

If using form 1040 schedule C-EZ, line #3 should be used. Other IRS forms include Form 1065 Partnership Return of Income (request Tax Schedule K-1 Form 1065 Partner's Share of Income, Deductions, Credits), Form 1120S (request Tax Schedule K-1, Form 1120S). When an individual is self-employed, operating an inhome business, such as childcare, use the "gross" income. An individual must provide the entire 2021 (most recent) signed Federal Tax Form pertaining to the business.

If a loss is reflected on the customer's tax document, income should be considered zero.

When only recently self-employed, an individual must provide quarterly, or monthly tax statements provided by the South Carolina Department of Revenue. If the self-employed individual does not file his/her taxes quarterly, provide a copy of the business license and Declaration of Zero Income form. If the self-employed individual does not file his/her taxes

quarterly and does not have a business license, complete a Declaration of Zero Income form.

Tax form 1065 Partnership Return of Income

The schedule K-1 is a tax document used to report the income/losses of a business partners in a shared company. Use the income recorded on line 14A. Self-employment earnings (loss).

How to calculate quarterly taxes: Divide the most recent quarterly tax amount by 3 = average monthly income amount. <u>Appointment books should not be used to verify income</u>. When an individual's business has been terminated, verification of termination is required (e.g. state certification verifying termination).

New!!! Gig Economy Jobs

When determining the income of contracted employment such as **Uber, Lyft, Grub Hub, etc.**, collect all wages received within 30 days of the date of application and calculate income using the **gross** monthly frequency.

Gig workers' income may be evaluated for eligibility in the following ways:

Monthly Wages

The customer's employment documentation must clearly display the business name (Ex: Uber), their first and last name, gross earnings for the entire month and indicate the month the wages were earned. Note: Gross amounts may include fees.

Day Laborers

When determining the income of day laborers, collect all wages received within 30 days of the date of application and calculate income using the monthly pay frequency.

Declaration of Zero Income Form

The Declaration of Zero Income form should be used as a last resort, when all efforts have been exhausted to provide sufficient documentation.

Persons reporting no earned income or having no source of a monthly benefit (such as Social Security) must complete the Declaration of Zero Income form. If an adult member of the household is receiving funds from an outside source to contribute toward household bills, determine the monetary amounts toward food, shelter, and utilities, and enter the average monthly income total in DBA as "contributions" or "miscellaneous income". Items that may be captured on the Declaration of Zero Income form include: child support (contributions in care of a child that is not court-ordered), utility check or other monetary assistance provided to the household that is not employment. **Be sure** not to enter the same income twice.

If a youth (under age 18) provides finances to the adult household member for food, shelter or utility expenses, the amount must be included as income to the adult under miscellaneous/cash contributions on the Declaration of Zero Income form.

► **Award Letters** (Social Security, Supplemental Security Income, VA Benefits, Pensions, etc.)

The Social Security Administration (SSA) announced that benefits will increase 5.9% in 2022. The maximum monthly SSI benefit will be \$841 for a single person and \$1,261 for a married couple.

Source: https://www.ssa.gov/news/press/releases/2021/#10-2021-2;

 $\underline{\text{https://www.ssa.gov/news/press/factsheets/colafacts2022.pdf}}.$







A current year's award letter (only the pages that reflect gross income) may be used to verify income, using the gross amount.

Proof of disability is to be provided from a current or prior year's award letter from the Social Security Administration (SSA), a current year's letter from Vocational Rehabilitation or the Veterans Administration, disability income check, or an official handicapped sticker bearing the appropriate photograph. Disability may be temporary or permanent. Medical documentation must be attached to the application on file.

Due to the pandemic, if a customer has exhausted all efforts to retrieve the current year award letter, the 2021 award letter may be used as verification of disability.

"Disabled" describes an individual who has a physical or mental impairment that prohibits one from working at any substantial employment that otherwise s/he would reasonably be able to perform and that will probably continue for an indefinite period of at least 12 months or who has been certified as permanently and totally disabled by a state or federal agency qualified to render that decision. Short-term disability and workman's compensation are also recognized as a form of disability.

A spouse or child receiving Social Security benefits is not necessarily disabled. There are three types of social security payments: (1) retirement payments as early as age 62, (2) survivor payments made at any age, and (3) disability payments made to disabled persons under the age of 65. The medical standards for disability are the same for Social Security (SS) as for Supplemental Security Income (SSI) for individuals age 18 or older. There is a separate definition of disability for SSI children under age 18.

SSI payments are made in three categories: (1) to aged individuals – 65 or older, (2) to disabled persons under 65 who have an impairment so severe the person cannot do any substantial work, and the impairment will last 12 months or result in death, and 3) to blind individuals under age 65 and legally blind. Children may receive SSI payments if blind or disabled, based upon the parent(s) resources and income.

If you have questions, contact your local Social Security office or call 1-800-772-1213. Note: The SSA has asked that CAAs contact them at the number above or your local SSA office if documents are required to service customers, rather than sending customers to their office for documents. "Understanding SSI" is available online at www.socialsecurity.gov/ and https://www.ssa.gov/ssi/text-understanding-ssi.htm.

Child Support

When calculating child support to determine applicant eligibility, add all payments made within 30 days, to include the date of application, and enter the total "gross" amount into DBA using the monthly pay frequency. Include amount on Declaration of Zero Income Form if no other record is attainable.

► Families with Foster Children



A foster child is a child placed with a foster parent(s) by judgment, court order, or an authorized placement agency (state or local government organization).

When serving households with state-placed foster children, the foster child should <u>not</u> be included as a member of the household. These

children are considered wards of the state. A DSS placement letter is required in the file. Monthly allowances made to foster parent(s) as reimbursement for the cost of caring for the child should not be counted as income. However, separate wages paid to the parent should be included as income, as these funds are considered payment to the temporary caretaker.

Utility Checks

When determining income, utility checks made payable to and issued directly to the customer should be calculated as income since the customer is not required to remit/forward this payment to the utility vendor as payment for service.

Utility checks issued directly to vendors

monthly on behalf of applicants who reside in subsidized housing are benefits to subsidize the already very low-income status of those households. In these instances, benefits **are not to be counted as income** on the application.

Contributions/Income to Exclude

The following categories of contributions and income should not be counted when determining eligibility.

New! Temporary Assistance for Needy Families (TANF)

TANF should not be counted as income.

▶ Contributions from Nonprofits

Contributions/donations from non-profits should not be included as income unless the funds are given directly to the customer. Funds paid directly to the vendor on behalf of the customer should not be counted as income.

▶ COVID-19 Contributions

No contributions or pay related to COVID-19 should be counted as income. Ex. COVID-19 Stimulus check, or benefit for essential workers.

Income Tax Refunds

Tax Refunds should not be included as income (refer to US HHS IM 119 or LIHEAP Memorandum No. L08-05 for additional information).

▶ Income from Minors

Income is not calculated for persons under age 18 (to determine income eligibility); however, if the youth provides finances to the adult household member for household expenses, the amount must be included as income to the adult under miscellaneous/cash contributions. If household members under 18 receive Social Security or Disability income, the gross amount must be included as income under the payee or custodial adult's name living in the household.

Please note: The current DSS printout may not be used to verify members of the household, or earned income; however, it may be used to verify utility check and child support amounts if listed on the printout.

▶ Student loans

Student loan refunds should be included as income <u>if</u> funds are used to help sustain the household.

Disaster Assistance

Income from disaster relief assistance, such as FEMA, should not be included as income.

PROGRAM ELIGIBILITY

Once an applicant has been determined to be income eligible, program eligibility must be established in accordance with the Office of Economic Opportunity's approved CSBG State

Plan, the CAA's approved CSBG Community Action Plan and/or federal and state laws, policies and procedures.

South Carolina Identification

All customer documents must be current and accurate at the time of application to determine program eligibility.



The applicant must provide a copy of his/her current official (government or state-issued) pictured

identification such as a state (SC) identification card, SC driver's license, military ID, employment ID, passport or voter registration card bearing a photo. Eligible residents may obtain a SC identification card from the SC Department of Motor Vehicles.

All information provided for income and program eligibility must be consistent. If a client's address listed on the application or bill does not match the address listed on their driver's license/ID, their address may be changed and printed online (https://www.scdmvonline.com/Driver-Services/Drivers-License/Address-or-Name-Change.) If the online process cannot be accomplished, the customer is responsible for providing the current driver's license/ID.

If an elderly applicant (aged 75+) does not have a driver's license or a state-issued ID card, an expired ID with a clarifying statement, or a picture of the applicant and a copy of the applicant's birth certificate may suffice. If an elderly applicant does not have a birth certificate, a letter from the Department of Health and Environment Control (DHEC) stating that the client does not have a birth certificate on file is appropriate.

Serving Undocumented Immigrants

CSBG is not required to implement verification requirements, therefore, "Non-citizens, regardless of their alien status, should not be banned from Community Services Block Grant programs" (CSBG IM No. 30, US Department of HHS for Children and Families Office of Community Services Division of State Assistance).

Serving Agency-Related Parties

There is no prohibition against an eligible entity providing CSBG-funded services/benefits to members of its tripartite board, its staff or members of their families who apply for services/benefits, provided that:

- (1) The applicant meets all applicable eligibility criteria for the services/benefits;
- (2) The applicant does not receive preferential treatment in receiving the services/benefits due to his or her connection with the eligible entity; and
- (3) The services/ benefits are provided on terms similar to those provided to individuals who are not so connected to the entity.

Neither the applicant nor a member of his/her family should make the determination of whether the applicant is eligible for the CSBG-funded services/benefits. Furthermore, The Executive Director must approve all agency employee, board member and employees of other CAAs applications for assistance by signing and dating the application BEFORE payment is rendered.

Visit CAPLAW.ORG for more information.

Frequency of CSBG Services

The frequency of CSBG services is determined by the eligible entity (CAA) and approved by OEO through the agency's annual Community Action Plan.

Maximum Allowance of Services

The maximum amount of CSBG funds allocated per household is determined by the eligible entity (CAA) and approved by OEO through the agency's annual Community Action Plan.



Local Initiative Projects

The specific projects for a given service area shall be determined by the local community action agency through a community needs assessment process. Therefore, anti-poverty strategies shall be based on locally defined needs and must involve services which are based on a community's own analysis of the poverty related problems.

Local initiative projects shall include those services and activities which address the anti-poverty goals as set forth in Section 676 of the CSBG Act and may include projects in the areas of employment, education, income management, housing, nutrition, or other areas in which there may be obstacles which hinder the achievement of social and economic self-sufficiency by low-income persons.

Frequency of Service

The frequency of service for local initiative projects is determined by the eligible entity

(CAA) and approved by OEO through the agency's annual Community Action Plan.

Maximum Allowance

The maximum amount of CSBG funds allocated per household for various local initiative projects is determined by the eligible entity (CAA) and approved by OEO through the agency's annual Community Action Plan.

Community Initiatives

Community-level initiatives are projects that have a clearly defined purpose or goal to create measurable community-level change in a specific area. The goal of a community-level initiative is to change the conditions and/or environment for a targeted low-income population chosen by the eligible entity (CAA). These initiatives are to be guided by the Community Needs Assessment.

As an option, South Carolina will allow CAAs to target income-eligible communities based on evidence and/or research that proves the targeted population qualifies for CSBG programs. Agencies should establish a memorandum of understanding (MOU) with partners outlining the agreement between parties and mutual expectations.

Maximum Allowance

The maximum amount of CSBG funds allocated for community-level projects is determined by the agency and approved by OEO.

Reporting

CAAs should complete the **Community Initiative Status Form** for the agency's initiatives intended to achieve community level outcomes. This form should be utilized to report the status and progress of a single community initiative that started, continued, or ended during the current reporting period.

GEAP (General Emergency Assistance Program)

The Office of Economic Opportunity requires each eligible entity to provide an emergency assistance program referred to in the State of South Carolina as the General Emergency Assistance Program (GEAP).

An emergency is defined as a sudden, urgent, unexpected occurrence or occasion requiring immediate action; a state, especially of need for help or relief, created by some unexpected event; an unforeseen combination of circumstances or the resulting state that calls for immediate action; or an unexpected situation that poses an immediate risk that requires urgent intervention. An emergency is never planned.

Timeframes for Emergency Response

The purpose of this project is to assist low-income persons in meeting the emergency needs confronting them within 72 hours or sooner (42 U.S.C. § 9908(b)(1)(A)(vi); PY 2022 CSBG State Plan). The timeframe required to address emergency services begins once the agency collects all documents necessary to determine the household's eligibility.

The U.S. Department of Health and Human Services has stated that agencies are to have mechanisms in place to resolve emergencies over weekends and holidays. This may include a 24-hour contact name and number or may provide for staff to work weekend hours in case of fires, life threatening temperatures and/or acts of God. Carefully document files in these situations.

GEAP Customer Assistance

The applicant <u>must</u> reside at the address stated on the lease/bill; however, when the lease/bill is in the name of a household member other

than the applicant, the applicant must provide proof s/he resides at that address, relationship to applicant (if applicable) and approval to access that account. Husband and wife living in



the same household do not need approval to access the account.

A lease/bill will no longer be accepted if the person whose name appeared on the lease/bill has been deceased longer than 12 months (proof needed), lease/bill is in a minor child's name, or lease/bill is in non-household adult's name.

When the bill is in the name of the landlord, the landlord must provide a statement indicating that the applicant is permitted to access that account, to include making payment on the account. The file must include this documentation. Customer must provide a current Lease Agreement indicating the account is in the landlord's name, but the bill is the responsibility of the tenant.

GEAP funds should not be used to pay utility bills in 2022 unless the total allocations for LIHEAP and Project Share funds have been exhausted for the program year, by county, or the household includes an undocumented immigrant facing a home heating/cooling emergency. This must be proven during monitoring.

EXAMPLES OF GEAP EMERGENCIES

NOTE: This list is not inclusive of all allowable emergencies

- Long-term unemployment resulting from proven layoff or reduction in force (over 180 days but not more than 365 days) or exhaustion of unemployment benefits (within past 90 days) if customer is consistently seeking employment (proof required).
- Exhaustion of personal savings (within past 60 days). Proof, such as 2-month bank statement, is required.
- Emergency vehicle repairs for employed persons (proof required) within 30 days of application (official receipt required).
 Repair amount must be comparable to amount needed.
- Undocumented immigrant(s) in need of heating/cooling assistance may be served with GEAP funds.

GEAP Allowable and Unallowable Charges

GEAP funds may be used to pay:

- Emergency rent (to include deposits)
- Eviction/court costs
- Late Fees
- Emergency Mortgage Assistance
- Lot Rent
- Water
- Sewer
- Mandatory and/or regulated fees required for service
- Other emergencies approved by OEO

GEAP funds may not be used to pay:

 Security systems, returned check fees, meter tampering charges or any other illegal charges.

NOTE

All unallowable charges MUST be paid prior to service or deducted from the maximum award benefit. A letter from the vendor will suffice as proof that the merchant will work with the customer on the outstanding amount of unallowable charges.

Past Due Customer Charges

It is OEO's intent to offer customers the greatest benefit to eliminate their immediate emergency. Therefore, there are no restrictions on how far back an agency can pay towards the customer's expenses, regardless of when the debt was accrued, if expenses are allowable and in accordance with the grant/approved program.

Example: When serving a customer with a 2022 bill, allowable charges accrued at any time in 2021 or prior, may be paid up to the maximum dollar amount.

- The applicant or household member's name must be listed on all bills.
- Information in the file must correspond (Ex. Physical addresses and/or names).
- The agency may not exceed the approved maximum benefit per household, as approved by OEO.

GEAP Customer Checklist

age 18 and older

Each customer file must contain current, accurate and legible documents to include:

- Completed, signed application reflecting the FPL and all household members
 Proof of income for all household members
- ☐ Photo identification of the applicant

- ☐ Lease or bill
- ☐ Agency input sources (DBA Action Plan, income screen(s), unallowable cost calculations)
- ☐ Proof of agency's commitment (voucher, check number)
- ☐ Other pertinent information/documents

Referrals: Evidence of referrals, as outlined in the approved Community Action Plan, must be documented in client files, when applicable.

CSBG Housing Assistance

CAAs have the flexibility to create local initiative programs based on their assessment of poverty related problems, outlined in their



community needs assessment, that do not duplicate the current efforts of another local organization. Assistance may be provided to eligible households to address issues related to housing.

A clearly defined policy for service delivery must be included in the agency's Community Action Plan submitted to OEO. The frequency of service delivery and maximum benefit per household is determined by the agency and approved by OEO.

Mortgage Assistance

CSBG funds may be utilized to provide mortgage assistance including taxes, insurance, and interest (effective April 22, 2020). Each eligible entity will determine the maximum amount allowed per household for mortgage

assistance, in accordance with the cost of housing in their service area(s).

Mortgages paid utilizing the agency's standard CSBG fund is limited to a one-month mortgage assistance payment during the program year, not to exceed the agency's determined maximum for mortgage assistance.

Proof of emergency and proper documentation is required. The applicant <u>must</u> be the primary residence at the address stated on the mortgage bill/title/deed; however, when the mortgage bill/title/deed is in the name of a household member other than the applicant, the applicant must provide proof s/he resides at that address, relationship to applicant (if applicable) and approval to access that account. Spouses living in the same household do not need approval to access the account.

Note: The SC OEO Mortgage Assistance Affidavit is not required but may be used in the absence of a customer's mortgage statement.

CSBG Nutrition Assistance

In correspondence with the top needs identified with the CAA's community needs assessment, initiatives that address barriers to obtain sufficient and healthy food for low-income families may be provided.



A clearly defined policy for service delivery should be outlined in the agency's Community Action Plan submitted to OEO to include program qualifications and the dollar amount

provided to a household based on household size.

Agencies should establish a memorandum of understanding (MOU) when partnering with local grocers. Purchases shall not include alcohol or tobacco. Receipt of purchase must be in the customer file.

Tips: provide information on how to budget and plan for healthy meals.

CSBG Employment and Education

To address barriers to employment and help increase an individual's wages, CAAs may choose to partner with local employers or educational institutions.

- Agencies should establish a memorandum of understanding (MOU) when partnering with organizations that outlines an agreement between parties and mutual expectations.
- CAAs may purchase necessary items for participant success to include books, uniforms, and other supplies.
- IMPORTANT: Agencies should only pay for expenses not already covered by the student's financial aid.
- At a minimum, consistent case management and follow-up should be conducted on a monthly basis through the completion of the program. Tip: As a best practice, follow-up with participants beyond program enrollment to track success.
- Consider providing additional supports to ensure the participant is successful (assistance with childcare, transportation or other household bills as an incentive to complete the program).

The frequency of service delivery and maximum benefit per individual is determined by the agency and approved by OEO.

assistance until September 30, 2022.

<u>Discretionary funds may not be used for administrative costs or program operations.</u>

NEW! OEO Discretionary Funds Flexibilities

To aid in disaster recovery due to the pandemic and supplement funds toward other local initiatives, OEO will allow agencies to reallocate their Discretionary (Youth Leadership) funds to Community Services Block Grant client

Youth Leadership Program (YLP)



In accordance with section 676(b)(1)(B), the statewide youth leadership program will provide incomeeligible **elementary**, **middle** and **high school students** educational opportunities targeting individual improvements in academic, behavioral and social achievement, resulting in increased self-sufficiency.

Youth Leadership Activities

Youth leadership activities should encourage youth development in a way that prepares young people to navigate adolescence and realize their potential as an adult. An important aspect of youth development is leadership programming.

Youth leadership programs should focus on youth developing the following:

- The ability to analyze strengths and weaknesses
- Set personal and educational/career goals, and have the self-esteem, confidence, motivation, and abilities to

carry them out (including the ability to establish support networks in order to fully participate in community life and effect positive social change).

While youth development programs meet basic physical, developmental, and social needs, leadership programs seek to position youth as leaders in their community, to take positions of leadership in companies, organizations and professional associations. Through youth leadership programs, young people gain the skills and knowledge to lead civic engagement, education reform, and community organizing activities. Youth leadership is both an internal and an external process (National Collaborative on Workforce and Disability for Youth, 2005).

Youth Leadership Enrollment

- Each student must complete an application each program year (January 1 December 31) for enrollment to determine/verify eligibility.
- ☐ The CAA should provide a master list of eligible recipients entering the YLP, include date enrolled, date completed or date and reason the student discontinued the program.
- Document that each eligible student qualifies by verifying the student's household is within the CSBG income guidelines.
- ☐ A pre- and post-assessment must be documented in each student's file. The pre-assessment is to be completed upon a student's acceptance/enrollment to YLP.

 Document each student's post-assessment with actual outcomes (i.e. personal and academic achievements, improvements in life skills).
- Document each student's attendance with attendance logs, including the student's signature, date and time in attendance, with the coordinator's signatures and date.

- ☐ Document each scheduled workshop with coordinator's activity report, include in the report, the date, time and place of each workshop, activities performed, and coordinator's signature and date.
- □ Document field trips with signed parental permission, Disclosure Authorization and Release Form, field trip permission slip, approval attendance logs, costs, and activity report signed and dated by the coordinator. Note: All students enrolled in the YLP, regardless of age, must have parental consent.
- Document supplies or other materials distributed with student's signature, date and purpose of activity.

Enrolling Foster Children

Because foster children are not included as members of the household when determining eligibility, the CAA should complete a DBA application with the child listed as the only member in the household. The child's guardian must sign the application. Proof of income is not required for children under the age of 18. A student ID may be included in the file.

Youth Leadership Internships

The following information must be submitted to OEO for approval if <u>internships</u> are being charged to CSBG:

- Must be outlined in agency's policies and procedures manual (copy required with Community Action Plan);
- 2. Identify eligibility criteria;
- 3. Define who's eligible;
- 4. Explain how you arrived at the hourly rate;
- Memorandum of Understanding is required between agency and employer and must include termination policy (termination should occur as soon as possible if internship is not working appropriately); and

 1099 Forms must be provided to each student receiving more than a total of \$600 per year for income tax purposes and tax regulations must be adhered to.

Important: Youth leadership interns should only be compensated for onsite work-related activities. Youth interns should not be paid if wages are missed when attending field trips or statewide youth leadership activities.

Youth Leadership Stipends

OMB Omni Circular states, "Participant support costs are direct costs for items such as stipends or subsistence allowances, travel allowances, and registration fees paid to or on behalf of participants or trainees (but not employees) in connection with meetings, conferences, symposia, or training projects. These costs are allowable with the prior approval of the awarding agency."

All proposed stipends for CSBG programs must be sent to OEO in writing, clearly justifying the stipends relative to the programs' success. OEO will send a written notification of approval for the stipend. Each participant's file must provide adequate documentation to support these expenditures.

The following information must be submitted to OEO for approval if <u>stipends</u> are charged to CSBG:

- 1. Identify eligibility criteria;
- 2. Define who's eligible;
- 3. Explain how you arrived at the stipend figure; and
- Explain why the stipend is being offered (stipends are allowed for childcare, transportation, or time lost from a job to attend sessions and must be justified with receipts)

Youth & Technology: Addressing the Digital Divide

In a 2018 <u>survey</u> conducted by the PEW Research Center, about one-in-five teens ages 13 to 17 said they were often or sometimes unable to complete homework assignments because they do not have reliable access to a computer or internet connection.

To combat the digital divide and allow lowincome children access to internet and technology to better compete with their counterparts, agencies may provide laptops and monthly internet service to active Youth Leadership Participants.

Proper documentation, to include procurement, receipts, internet contracts/bills, etc. must be in the student's file.

Youth Leadership Inventory Purchases

The agency must provide an itemized listing of merchandise/products purchased, the unit price, total costs and a list of students in receipt of the inventory. Purchases must be reasonable and approved by OEO <u>prior</u> to purchase. Proper documentation, to include procurement and receipts must be in the agency's master youth leadership file.

If there is any remaining inventory at the end of the program year, once spending is authorized for the following year, the agency should use current year YLP funds to purchase the inventory from the prior program year and ensure the inventory is recorded in the current program period. The previous year's inventory must be cleared out prior to submission of the final FSR.

Youth Leadership Staff training

The OMB Omni Circular (§200.472) emphasizes that staff training, and education costs are allowable expenditures. To be approved, OEO requires the agency to demonstrate that staff training and education costs are directly related to the program requirements and are designed

to increase the employee's effectiveness within the youth leadership program.

To reduce staffing costs, CAAs may hire youth leadership staff (excluding full-time agency staff) on a contractual basis. **Note:** Agency must refer to the OEO Fiscal Guidance and Procedural Manual prior to contracting for professional consultant services.

Subgrantees must expend all YLP grant funds during the period January 1 – December 31. All unexpended YLP funds and State CAP Association funds must be remitted to OEO at the close out of the grant period (by February 15th along with the final FSR).

CSBG Program Reporting



Logic Model Targeting & Projections

A logic model (also known as a logical framework, theory of change, or program matrix) is a tool used by funders, managers, and evaluators of programs to evaluate the effectiveness of a program. They can also be used during planning and implementation.

The GPRA legislation (Government Performance and Results Act of 1993/ Modernization Act of 2010) refers to "performance plans" and "performance goals," which both relate to the concept of planning for specific results. This references two kinds of targets: the number of people who are expected to be served and the number of people (of those served) who are

<u>expected to achieve</u> an outcome. These targets are identified in planning, so they can be assessed in the evaluation phase.

To improve program targeting, OEO allows agencies the flexibility to adjust program projections as the state receives updated notices of funding. Subgrantees will have a maximum of ten (10) business days following South Carolina's notice of CSBG Awards to update services and/or projections on the ROMA logic model. Logic model targeting should not be altered after the state's final award has been received for the program year. Instead, targeting variances should be explained in the annual report when prompted (Ex. Anticipated funding was reduced; therefore, participant enrollment was limited).

Final logic models reporting the achievement of results (column 5, Actual Results) are due to OEO no later than January 16, 2023.

CSBG ROMA Outcome Measures Report

The CSBG ROMA Outcome Measures Report is due to OEO quarterly on the 15th day following each quarter, for the first through third quarters. Each agency's Annual Report submission (due to OEO no later than February 15th) will serve as the agency's 4th quarter report.

All reports must be submitted in a timely manner; timeliness will be reported on risk assessments.

Certified ROMA Trainer/Implementer Tracking Report

Each Nationally Certified ROMA Trainer (NCRT) is required to conduct at least one full Introduction to ROMA training each year (this applies to every year that you are an active NCRT), and provide a report of your training

activities to the national office (via http://www.roma-nptp.org/training_info.html).

To assure on-going competence as a ROMA Professional, National Peer to Peer Training (NPTP) requires NCRTs attend the In-service Continuing Education Program (ICEP) at least once in each recertification period. Due to the COVID-19 pandemic, all participating NCRTs must complete a minimum of 5 hours of webbased training each year.

If you have been certified as a ROMA Implementer during this period (making you dually certified), or if you became a Master Trainer during this period, you can use this certification in place of either of these two afore-mentioned items. Make a note in the appropriate text box.

ROMA Recertification Measurement Tools Each of the items listed above has specific

Each of the items listed above has specific "tool" to demonstrate that the requirement has been met.

- Trainers: To document provision of training, go to http://www.roma-nptp.org/training_info.html and enter details of upcoming training. Enter follow up after training.
- Implementers: To document agency ROMA implementation, update ROMA Audit and the Impact Pathways Plan each year using the recertification application. All NCRPs will be asked to produce correctly developed logic models and demonstrate other competencies in the recertification application.

NOTE: Without recertification, NCRTs will become inactive.

To comply with the requirements to maintain one's ROMA certification, OEO will monitor each ROMA Trainer/Implementer to ensure the accomplishment of applied training hours. **The**

tracking report will be due to OEO quarterly on the 15th day following each quarter.

Board Meeting Minutes

To assure board compliance (as outlined in South Carolina's 2021 CSBG State Plan), eligible entities and the State Association shall provide the OEO, through DBA's Board Pro, a current board of director's roster and completed and signed board composition forms. Changes in composition are to be reported to the OEO within thirty (30) days of the change. Additionally, Subgrantees will upload minutes to Board Pro for each board meeting no later than thirty (30) days following the approval of the minutes in DBA.

Organizational Standards

Information memorandum (IM) #138 provides guidance and describes State and Federal roles and responsibilities for the establishment of organizational standards as a component of a larger performance management and accountability system for CSBG.

OCS required States, no later than FY 2016, to establish and report on their organizational standards for CSBG eligible entities.

The requirement of organizational standards for South Carolina's eligible entities became effective January 1, 2016. All 58 standards were to be achieved no later than December 31, 2016 and maintained according to the Calendar of Required Actions.

To ensure the consistent achievement of the 58 Organizational Standards as required by OCS, OEO requires each CSBG eligible entity to upload and maintain all standards in DBA for approval.

Organizational Standards must be accomplished according to the Calendar of Required Actions, <u>no</u> <u>later than December 31st each program year.</u> Each

COMMUNITY SERVICES BLOCK GRANT

state's achievement of standards is reported to HHS on an annual basis.

In 2022, standards listed in the following categories of the Calendar of Required Actions are due: maintained, more frequently, annually, every two years and every three years.

To view the Calendar of Required Actions visit

<u>CSBG Organizational Standards: Calendar of</u> <u>Required Actions | National CAP</u> (communityactionpartnership.com).

GEAP Checklist

DBA APPLICATION	YES	NO
ACTION PLAN COMPLETED	YES	NO
CURRENT LEASE AGREEMENT (Emergency Rental Assistance)	YES	NO
FOLLOW-UP COMPLETED (If Applicable)	YES	NO
TOTAL HOUSEHOLD INCOME DOCUMENTATION (Weekly/Bi-Weekly/Semi-monthly/Monthly)	YES	NO
LEGIBLE PICTURE ID	YES	NO
PROOF OF EMERGENCY LIST: (EX: EVICTION NOTICE/ FIRE REPORT/ PRESCRIPTIONS)	YES	NO
PROOF OF COLLABORATIVE EFFORTS (IF BALANCE WAS NOT PAID IN FULL) EX: CUSTOMER CONTRIBUTION, REFERALS, PARTNERSHIPS, ETC.	YES	NO
RENTAL AFFIDAVIT/MORTGAGE STATEMENT	YES	NO
VOUCHER / CHECK NUMBER	YES	NO
REFERRAL FORM (If Applicable)	YES	NO

COMPLETED BY:	DATE:
REVIEWED BY:	DATE:

Local Initiative Project Checklist

FAMILY APPLICATION	YES	NO
ACTION PLAN COMPLETED	YES	NO
FOLLOW-UP COMPLETED (If Applicable)	YES	NO
TOTAL HOUSEHOLD INCOME DOCUMENTATION (Weekly/Bi-Weekly/Semi-Monthly/Monthly)	YES	NO
LEGIBLE PICTURE ID	YES	NO
VOUCHER/ CHECK NUMBER	YES	NO
REFERRAL FORM (If Applicable)	YES	NO

COMPLETED BY:	DATE:
	-
REVIEWED BY:	DATF:

Appendix C

Youth Leadership Checklist

	YES	NO
FAMILY APPLICATION		
ACTION PLAN COMPLETED	YES	NO
FOLLOW-UP COMPLETED (IF APPLICABLE)	YES	NO
TOTAL HOUSEHOLD INCOME DOCUMENTATION (Weekly/Bi-Weekly/Monthly)	YES	NO
LEGIBLE PICTURE ID'S (PARENT & STUDENT)	YES	NO
LESSONS IN CHARACTER	YES	NO
SIGN-IN SHEETS	YES	NO
PRE-ASSESSMENT / POST-ASSESSMENT	YES	NO
PROGRAM EVALUATION (END OF PROGRAM YEAR)	YES	NO
VOUCHER / CHECK NUMBER	YES	NO
REFERRAL FORM (IF APPLICABLE)	YES	NO
TIMESHEETS (IF APPLICABLE)	YES	NO
GRADES (IF APPLICABLE)	YES	NO

COMPLETED BY:	DATE:
REVIEWED BY:	DATE:

Appendix D

CSBG ROMA OUTCOME MEASURES REPORT

Circle the Quarterly Reporting Period

Quarterly CSBG ROMA Outcome Measures Report

Agency reporting:

Instructions: Report year-to-date achievements toward annual projections by program.

National Goal 1: Individuals and families with low incomes are stable and achieve economic security.

National Goal 2: Communities where people with low incomes live are healthy and offer economic opportunity. National Goal 3: People with low incomes are engaged and active in building opportunities in communities.

		Employment	Program Name (GEAP, YLP, ECIP, DA, etc.)
		FNPI 1b. The number of adults who obtained employment (up to a living wage).	National Performance Indicator (NPI)
		Employment	Service Domain
		Individual	Initiative Level (Individual, Family, Community)
		5	Annual Target (#) (Target envolument for the PY. Reference approved logic model.)
		3	Projected Achievement (#) (Expected results for the PY. Reference approved logic model.)
		l	Achieved (#) (Number achieved.)
		2	Enrolled (#) (Aiamber enrolled, but still progressing toward outcome.)

Appendix E

MORTGAGE ASSISTANCE AFFIDAVIT

Let it be known that I,	, am	the mortgage holder for (Mortgagee),
residing at		
I have not received a payment sind month(s) delinquen immediate attention.	t. I consider the hom	causing the homeowner to be eowner's delinquency serious and require
Total Monthly Mortgage Payment \$	Total Amoun	it due to-date \$
Mortgage Payment Insurance Amou Mortgage Payment Taxes Amount D Mortgage Payment Other Amount D Total Mortgage Payment Due Total Due:	ue \$ ue \$ \$	Specify
	/ Agency toward delinqu	nquency \$
I understand that any misrepresent possibly prosecution of the parties in Mortgage Holder Representative		this form will result in an investigation and
Mortgage Holder Address	City, State, Zip Code	Telephone Number
Attest	Date	
Homeowner's Signature	Date	
Agency Representative	Date	

Appendix F

How to Use the ROMA Logic Model

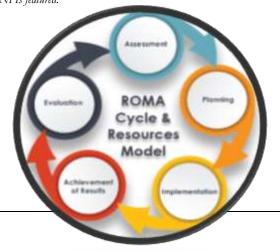
Program Connections Using a Logic Model Framework Indicators and Outcomes

Need Statement (family level)	Outcome Statement (family level)		
Parents are not involved in their children's school activities	Parents increase their involvement with children's school activities		
Service	Projected Indicators		
50 parents will participate in parent support group meetings during the school year.	50 out of 50 or 100% of parents will report helping with homework by the end of the school year.		
	30 out of 50 or 60% of parents will report that they communicated with the teacher within the school year		
	45 out of 50 or 90% of parents will report that they participated in school functions and meetings by the end of the school year.		

How Do You Know?

Organization/Program: Adult Education		Level: X_familyagencycommunity			
Need	Service or Activity money one softer synder from money posselvinity of process and from from	Outcome	Indicator Of their sets and be shown have every will address the accuracy of the force frame.	Evidence The too that will be used to measure and occurrent section.	Data collection processes and personnel
Individuals in the community have no HS diploma or GED.	50 students will enroll in a year long GED test preparation class.	Program participants pass the GED test and secure a high school diploma	30 of 50 (60%) will achieve a passing score on the GED exam within the program year.	Output Measure: Attendance log from class. Outcome Measure: GED test scores , copy of diplome	Program attendance is logged during every class. GED test scores are logged by staff.

Note: This is a planning logic model and does not have an Actual Column Included or NPIs featured.



Targets Identify the Scope of the Expected Results

Example of Results (Outcomes):

- Program participants pass the GED test and secure high school diploma
- Parents demonstrate increased knowledge of good parenting skills
- Customers obtain the necessary skills for jobs.

Example of Targets (Projected indicators):

- 30 of 50 participants (60%) will achieve a passing score on the GED exam within the program year to secure a diploma
- 25 out of 50 parents (50%) will achieve a passing score on a post test of knowledge related to parenting 30 days after the completion of the training program.
- 50 out of 100 customers (or 50%) in training classes will obtain skills within one year

What actually happened?

Projected Indicators	Actual Indictors
30 of 50 participants (60%) will achieve a	28 of 50 participants (56%) actually
passing score on the GED exam within the	achieved a passing score on the GED
program year	exam within the program year
25 out of 50 parents (50%) will achieve a passing score on a post test of knowledge related to parenting 30 days after the completion of the training program.	26 out of 50 parents (52%) actually achieved a passing score on a post test of knowledge related to parenting 30 days after the completion of the training program.
50 out of 100 customers (or 50%) in	55 out of 100 customers (or 55%) in
training classes will obtain skills within	training classes actually obtained skills
one year	within one year

Agency Ability to Target

Targeting Success Calculation

GED follow up: 28 achieved / 30 were projected to achieve = a 93% accuracy rate for our targets.

Parenting Knowledge follow up: 26 achieved / 25 were projected to achieve = a 104% accuracy rate for our targets.

Job Skills follow up: 55 achieved / 50 were projected to achieve = a 110% accuracy rate for our targets.



Low-Income Home Energy Assistance Program Federal Overview

The Low-Income Home Energy Assistance Program, administered by the states, assists low-income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy, primarily in meeting their immediate home energy needs.

ongress established the formula for distributing funds based primarily on each State's weather, fuel prices, and low-income population. Allocations for subgrantees is calculated based on the 10-year United States Census poverty rates of the county(s) served by the sub-grantee. Home energy is defined as a source of heating or cooling in residential dwellings. Grantees (states) can use funds for heating and/or cooling costs as well as up to 15% of their funding for weatherization assistance.

LIHEAP defines eligible household members as any individual who is a U.S. citizen or "qualified alien". A "qualified alien is defined at 8 U.S.C. § 1641(b). Members of the household must meet the eligibility requirements specified in Section 2605(b)(2) of the Low-Income Home Energy Assistance Act (42 U.S.C. § 8624(b)(2)). According to the LIHEAP Act of 1981, the term "household" means any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent.

The Federal income eligibility range is based on a household's income and must not exceed 150 % of the federal poverty level (FPL). Grantees (states) must provide crisis assistance. States have the option to provide home heating/cooling, weatherization and/or energy-related minor home repairs.

Home Energy Assistance



Program State Overview

In its 1994 reauthorization of the LIHEAP program (Public Law 103-252, signed May 18, 1994), Congress put additional emphasis on awarding benefits to those who needed them most by defining the purpose of LIHEAP as, in part, to "provide assistance to low-income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high proportion of household income for home energy."

Further, Section 2605(b)(5) was changed and now requires States to "provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size."

South Carolina's Home Energy Assistance Program is designed to help the state's income eligible households pay the price of home energy, defined as residential heating and cooling, and to increase energy self-sufficiency; thereby reducing the vulnerability resulting from energy needs. The program is also designed to intervene in energyrelated crisis situations (42 U.S.C. 8623(c) and 8624(b)(1)) and to conduct outreach (42 U.S.C. 8624(b)(1)). The program also provides services to encourage and enable households to reduce home energy needs and consequently eliminating the need for energy assistance including needs assessments, energy and income counseling and assistance with energy vendors (42 U.S.C. 8624(b)(16)). Payments are made directly to vendors and credited to the applicant's bill.

South Carolina's LIHEAP Program Goals

The goals for LIHEAP are:

- Expand outreach to previously unserved households;
- Target energy assistance to eligible households with the highest energy needs and lowest incomes;
- 3) Increase efficiency of energy usage by applicant households; and
- Identify resources to broaden the reach of LIHEAP funds.

Grant Award Disbursements

Agencies will receive the grant award(s) based upon OEO's receipt of the federal notice of award(s), the timely completion, receipt and final OEO approval of the agency's Community Action Plan and application budget.

LIHEAP Fund Limitations

Section 2609 of the LIHEAP Statute (Limitations on Use of Grants for Construction) state Grants made under this title may not be used by the State, or by any other person with which the State makes arrangements to carry out the purposes of this title, for the purchase or improvement of land, or the purchase, construction, or permanent improvement (other than low-cost residential weatherization or other energy-related home repairs) of any building or other facility.

South Carolina's LIHEAP Operations

South Carolina's LIHEAP operates on a calendar year (January 1 – December 31), and provides eligible households benefits in the following categories:



Heating: January 1 – April 30 Cooling: May 1 – September 30 Heating: October 1 – December 31 Crisis: January 1 – December 31

Heating and cooling assistance must only be provided during the appropriate season.

New! Customer Applications

Application Retention

OEO eligible entities are required to fully utilize the statewide database (DBA FACSPro) and must enter and account for all customer applications in DBA, whether the household/customer is <u>assisted or not</u>. Not retaining or destroying applications submitted to a local agency violates 45 CFR §75, Retention requirements for records.

Timeframes to Process Customer Applications

With the exception of emergencies, OEO requires eligible entities to process customer applications, regardless of the method of intake, within 30-days of receipt and to notify each applicant of their approval, denial or when additional information is required to determine eligibility.

When does 30-day processing begin?

OEO will consider the date on the customer's application to determine the 30-day processing timeframe unless the agency has an alternative process approved by the State.

Notice of Denial for Ineligible Applicants

For applicants/households deemed ineligible, CAA intake staff should select the "Service Not Received" option in the statewide database to properly account for ineligible and incomplete applications.

A **Notice of Denial form** will automatically print when "Service Not Received" is selected. The agency must notify the applicant of their reason for denial as outlined on the form:

Applicant/household did not meet the program
eligibility requirements.
Applicant failed to provide sufficient evidence
regarding their application to determine eligibility
Other

LIHEAP Federal Income Guidelines

In 2022, South Carolina will determine LIHEAP eligibility based on 150% of the federal guidelines.

	150%	150%
FAMILY SIZE	MONTHLY	ANNUAL
	POVERTY	POVERTY
	GUIDELINE	GUIDELINE
1	\$1,610.00	\$19,320.00
2	\$2,177.50	\$26,130.00
3	\$2,745.00	\$32,940.00
4	\$3,312.50	\$39,750.00
5	\$3,880.00	\$46,560.00
6	\$4,447.50	\$53,370.00
7	\$5,015.00	\$60,180.00
8	\$5,582.50	\$66,990.00
For each additional person, add	\$568.00	\$6,810.00

FIGURE 1.1 Federal Poverty Income Guidelines are in effect as of January 20, 2021. The 2022 HHS poverty guidelines will be updated once published in the Federal Register and may be referenced at https://aspe.hhs.gov/poverty-guidelines.

Income Eligibility

Application must be made in the designated service area. The federal poverty guidelines must be used as the primary criterion in determining income eligibility. To receive assistance under LIHEAP, an applicant's total household income must not exceed 150% of the poverty level. The term "household" is defined by the LIHEAP Act of 1981 as any individual or group of individuals who are living together as one economic unit for whom residential energy is customarily purchased in common or who make undesignated payments for energy in the form of rent". Total household income is based on income at the time of application.

One-time Income Verification

The purpose of the income determination is to establish the household's eligibility for service in accordance with the statutory definition of poverty level. The goal is to implement program services that will enhance and promote self-sufficiency, and not to penalize low-income persons as they move from poverty to self-sufficiency.

Income eligibility will be determined once during a program year considering the household's 30-day income at the time of the initial application. If the household meets the income guidelines, the household will be considered eligible for all qualifying grants for the remainder of the program year. If the individual/household seeks additional assistance during the same program year, the applicant will only be required to present a current bill and supporting documentation. However, previous income used to determine the household's eligibility for the program year, along with the initial DBA application, should be copied in the household's file for each additional service provided.

Once minimum income eligibility criteria are established, priority is then given to vulnerable households; particularly those with the lowest incomes that pay a higher proportion of household income for home energy, primarily in meeting

immediate home energy needs. Vulnerable households include those households with members who are elderly, disabled, children (age 5 or younger) and households with incomes at or below 100% of the FPL.



Income & Contribution Frequencies

Income/contributions should be entered in the statewide database (DBA) based on the frequency of pay using gross amounts: when an applicant or household member is paid weekly throughout the 30-day period, enter the income as "weekly"; if paid bi-weekly (every two weeks or 14 days) enter income as "bi-weekly; if paid semi-monthly (twice per month) enter as semi-monthly; if monthly (paid once each month) enter as monthly.

To determine the accurate 30-day income to be entered into DBA, the calculations are as follows:

- Weekly: (((amount1 + amount2 + amount 3 + amount4) /4) * 4.33)
- Bi-Weekly: (((amount1 +amount2) /2) * 2.165
- Semi-Monthly (amount1 + amount2)
- Monthly (monthly income x 12)

How to Calculate Income

When calculating total household income, include all income (use actual amount; do not round) for the last 30 days (include the date of application). Calculate the "gross" income to determine eligibility.



▶ Individuals with Wages

When an applicant or member of the household has earned only one paycheck in the 30-day period, enter it based on the frequency of payroll period, also. SC ROMA (DBA FACSPRO) will provide the calculations to determine eligibility.

Self-Employed Individuals/Tax Filings

When an individual is self-employed and operating a business outside of the home, use the "net" profit. An individual must provide the **entire** 2021 (most recent) signed Federal Tax Form pertaining to the business (e.g. 1040 Schedule C of Profit or Loss or 1040 Schedule C-EZ). For Form 1040 schedule C, use total from line 31(Net Profit), divide it by 12 = monthly income amount.

If using form 1040 schedule C-EZ, line #3 should be used. Other IRS forms include Form 1065
Partnership Return of Income (request Tax Schedule K-1 Form 1065 Partner's Share of Income, Deductions, Credits), Form 1120S (request Tax Schedule K-1, Form 1120S). When an individual is self-employed, operating an in-home business, such as childcare, use the "gross" income. An individual must provide the entire 2021 (most recent) signed Federal Tax Form pertaining to the business.

If a loss is reflected on the customer's tax document, income should be considered zero.

When only recently self-employed, an individual must provide quarterly, or monthly tax statements provided by the South Carolina Department of Revenue. If the self-employed individual does not file his/her taxes quarterly, provide a copy of the business license and Declaration of Zero Income form. If the self-employed individual does not file his/her taxes quarterly and does not have a business license, complete a Declaration of Zero Income form.

Tax form 1065 Partnership Return of Income

The schedule K-1 is a tax document used to report the income/losses of a business partners in a shared company. Use the income recorded on line 14A. Self-employment earnings (loss).

How to calculate quarterly taxes: Divide the most recent quarterly tax amount by 3 = average monthly income amount. <u>Appointment books should not be used to verify income</u>. When an individual's business has been terminated, verification of termination is required (e.g. state certification verifying termination).

► New! Gig Economy Jobs

When determining the income of contracted employment such as **Uber, Lyft, Grub Hub, etc.**, collect all wages received within 30 days of the date of application and calculate income using the **gross** monthly frequency.

Gig workers' income may be evaluated for eligibility in the following ways:

Monthly Wages

The customer's employment documentation must clearly display the business name (Ex: Uber), their first and last name, gross earnings for the entire month and indicate the month the wages were earned. Note: Gross amounts may include fees.

Day Laborers

When determining the income of day laborers, collect all wages received within 30 days of the date of application and calculate income using the monthly pay frequency.

Declaration of Zero Income Form

The Declaration of Zero Income form should be used as a last resort, when all efforts have been exhausted to provide sufficient documentation.

Persons reporting no earned income or having no source of a monthly benefit (such as Social Security) must complete the Declaration of Zero Income

form. If an adult member of the household is receiving funds from an outside source to contribute toward household bills, determine the monetary amounts toward food, shelter and utilities, and enter the average monthly income total in DBA as "contributions" or "miscellaneous income". Items that may be captured on the Declaration of Zero Income form include: child support (contributions in care of a child that is not court-ordered), utility check or other monetary assistance provided to the household that is not employment. Be sure not to enter the same income twice.

If a youth (under age 18) provides finances to the adult household member for food, shelter or utility expenses, the amount must be included as income to the adult under miscellaneous/cash contributions on the Declaration of Zero Income form.



► **Award Letters** (Social Security, Supplemental Security Income, VA Benefits, Pensions, etc.)

The Social Security Administration (SSA) announced that benefits will increase 5.9% in 2022. The maximum monthly SSI benefit will be \$841 for a single person and \$1,261 for a married couple.

Source: https://www.ssa.gov/news/press/releases/2021/#10-2021-2; https://www.ssa.gov/news/press/factsheets/colafacts2022.pdf.

A current year's award letter (only the pages that reflect gross income) may be used to verify income, using the gross amount.

Proof of disability is to be provided from a current or prior year's award letter from the Social Security Administration (SSA), a current year's letter from Vocational Rehabilitation or the Veterans Administration, disability income check, or an official handicapped sticker bearing the appropriate photograph. Disability may be temporary or permanent. Medical documentation must be attached to the application on file.

Due to the pandemic, if a customer has exhausted all efforts to retrieve the current year award letter, the 2021 award letter may be used as verification of disability.

"Disabled" describes an individual who has a physical or mental impairment that prohibits one from working at any substantial employment that otherwise s/he would reasonably be able to perform and that will probably continue for an indefinite period of at least 12 months or who has been certified as permanently and totally disabled by a state or federal agency qualified to render that decision. Short-term disability and workman's compensation are also recognized as a form of disability.

A spouse or child receiving Social Security benefits is not necessarily disabled. There are three types of social security payments: (1) retirement payments as early as age 62, (2) survivor payments made at any age, and (3) disability payments made to disabled persons under the age of 65. The medical standards for disability are the same for Social Security (SS) as for Supplemental Security Income (SSI) for individuals age 18 or older. There is a separate definition of disability for SSI children under age 18.

SSI payments are made in three categories: (1) to aged individuals – 65 or older, (2) to disabled persons under 65 who have an impairment so severe the person cannot do any substantial work, and the impairment will last 12 months or result in death, and 3) to blind individuals under age 65 and legally blind. Children may receive SSI payments if blind or disabled, based upon the parent(s) resources and income.

If you have questions, contact your local Social Security office or call 1-800-772-1213. Note: The SSA has asked that CAAs contact them at the number above or your local SSA office if documents are required to service customers, rather than sending customers to their office for documents. "Understanding SSI" is available online at www.socialsecurity.gov/ and https://www.ssa.gov/ssi/text-understanding-ssi.htm.

Child Support

When calculating child support to determine applicant eligibility, add all payments made within 30 days, to include the date of application, and enter the total "gross" amount into DBA using the monthly pay frequency.

Families with Foster Children



A foster child is a child placed with a foster parent(s) by judgment, court order, or an authorized placement agency (state or local government organization).

When serving households with state-placed foster children, the foster child should <u>not</u> be included as a member of the household. These children are considered wards of the state. A DSS placement letter is required in the file.

Monthly allowances made to foster parent(s) as reimbursement for the cost of caring for the child should not be counted as income. However, separate wages paid to the parent should be included as income, as these funds are considered payment to the temporary caretaker.

Utility Checks

When determining income, <u>utility checks made</u> <u>payable to and issued directly to the customer</u> <u>should be calculated as income</u> since the customer

is not required to remit/forward this payment to the utility vendor as payment for service.

<u>Utility checks issued directly to vendors</u> monthly on behalf of applicants who reside in subsidized housing are benefits to subsidize the already very low-income status of those households. In these instances, benefits <u>are not to be counted as income</u> on the application.

Contributions/Income to Exclude

The following categories of contributions and income should not be counted when determining eligibility.

► New! Temporary Assistance for Needy Families (TANF)

TANF should not be counted as income.

▶ Contributions from Nonprofit Organizations

Contributions/donations from non-profits should not be included as income unless the funds are given directly to the customer. Funds paid directly to the vendor on behalf of the customer should not be counted as income.

COVID-19 Contributions

No contributions or pay related to COVID-19 should be counted as income. Ex. COVID-19 Stimulus check or benefit for essential workers.

Income Tax Refunds

Tax Refunds should not be included as income (refer to US HHS IM 119 or LIHEAP Memorandum No. L08-05 for additional information).

Income from Minors

Income is not calculated for persons under age 18 (to determine income eligibility); however, if the youth provides finances to the adult household member for household expenses, the amount must be included as income to the adult under miscellaneous/cash contributions. If household members under 18 receive Social Security or

Disability income, the gross amount must be included as income under the payee or custodial adult's name living in the household.

Please note: The current DSS printout may not be used to verify members of the household, or earned income; however, it may be used to verify utility check and child support amounts if listed on the printout.

Student loans

Student loan refunds should be included as income if funds are used to help sustain the household.

Disaster Assistance

Income from disaster relief assistance, such as FEMA, should not be included as income.

PROGRAM ELIGIBILITY

Once an applicant has been determined to be income eligible, program eligibility must be established in accordance with the Office of Economic Opportunity's approved LIHEAP State Plan, the CAA's approved Community Action Plan and/or federal and state laws, policies and procedures.

South Carolina Identification

All customer documents must be current and accurate at the time of application to determine program eligibility.

The applicant must provide a copy of his/her current official (government or state-issued) pictured



identification such as a state (SC) identification card, SC driver's license, military ID, employment ID, passport or voter registration card bearing a photo. Eligible residents may obtain a SC

identification card from the SC Department of Motor Vehicles.

All information provided for income and program eligibility must be consistent. If a client's address listed on the application or bill does not match the address listed on their driver's license/ID, their address may be changed and printed online (https://www.scdmvonline.com/dmvpublic/trans/AddrChange.aspx). If the online process cannot be accomplished, the customer is responsible for providing the current driver's license/ID.

Proof of U.S. Citizenship/ Legal Residency

LIHEAP defines eligible household members as any individual who is a U.S. citizen or "qualified alien". A "qualified alien is defined at 8 U.S.C. § 1641(b). Members of the household must meet the eligibility requirements specified in Section 2605(b)(2) of the Low-Income Home Energy Assistance Act (42 U.S.C. § 8624(b)(2)). Therefore,

LIHEAP household members who benefit from



assistance <u>must</u> be U.S. citizens or provide proof of legal residency.

By law, states are to ensure that federal provisions related to providing services to qualified individuals are in full compliance. Therefore, a household including eligible members cannot be denied service.

If the only legal household member is a child, the legal household member(s) is still <u>considered</u> <u>eligible</u>. Continue to list the applicant as an "Undocumented Immigrant" when applicable, and serve the household based on the Prorated benefit (refer to DA and ECIP).

Documents to verify qualified alien status include such as the I-94s for refugees, asylum

determination letter, LPR status (green card – most recent version has expiration date), alien registration card, and social security card. The Bureau of Immigration and Naturalization and/or the Social Security Administration may be used to validate documentation.

LIHEAP Customer Checklist

Each customer file must contain current, accurate and legible documents to include:

- A completed, signed application reflecting FPL and all household members, income proof for all household members 18+ years old;
- ☐ Applicant's official (government or stateissued) pictured identification such as State (SC) Identification Card, SC Driver's License, Military ID, Employment ID, Passport, Voter Registration Card bearing photo.
- ☐ Social Security card for each household member (or government issued document);
- ☐ Proof of military/veteran status, when applicable;
- □ Proof of disability status, when applicable;□ Energy bill(s);
- ☐ Income support documents (income screens, unallowable cost calculations,
- vouchers, check numbers);

 ☐ Energy burden calculations for DA; and
- ☐ Proof of emergency for ECIP, and all other pertinent information/documents.

If an elderly applicant (aged 75+) does not have a driver's license or a state-issued ID card, an expired ID with a clarifying statement, or a picture of the applicant and a copy of the applicant's birth certificate may suffice. If an elderly applicant does not have a birth certificate, a letter from the Department of Health and Environment Control (DHEC) stating that the client does not have a birth certificate on file is appropriate.

Serving Agency-Related Parties

There is no prohibition against an eligible entity providing LIHEAP-funded services/benefits to

members of its tripartite board, its staff or members of their families who apply for services/benefits, provided that:

- (1) The applicant meets all applicable eligibility criteria for the services/benefits;
- (2) The applicant does not receive preferential treatment in receiving the services/benefits due to his or her connection with the eligible entity; and
- (3) The services/ benefits are provided on terms similar to those provided to individuals who are not so connected to the entity.

Neither the applicant nor a member of his/her family should make the determination of whether the applicant is eligible for the LIHEAP-funded services/benefits. Furthermore, The Executive Director must approve all agency employee, board member and employees of other CAAs applications for assistance by signing and dating the application BEFORE payment is rendered.

Statewide LIHEAP Vendor Agreement

A Vendor Agreement must be completed by all new vendors and a current Agreement must be on file for all prior vendors. Vendor Agreements must be available for review upon request during each monitoring visit.

- Each vendor must complete a Vendor
 Agreement and a W-9 to be certified by the
 Subgrantee. Once completed and on file, the
 Vendor will only need to complete a new
 Agreement and a new W-9 if the proprietor's
 name, address or FEIN changes.
- The vendor is to credit the customer's account in a timely manner and return the energy voucher(s)/transmittal/invoice to the Subgrantee for payment. Vendor Agreements should contain language that prohibits the paying of water, sewer, products and services, meter tampering charges, security systems and returned check fees.
- Within 30 days of the date of the receipt of the energy voucher(s)/transmittal/invoice, payment of the exact dollar amount will be made to the vendor. During program monitoring, OEO will

review proof of timely payments.

- Payments are not to be rounded. When a vendor has not received payment within thirty (30) days following the date of receipt of the bill submission, the vendor should immediately contact the Subgrantee and report the delay in payment.
- Subgrantees should submit a 1099 IRS Form to record vendor payments more than \$600* to non-incorporated vendors.
- Vendors are to accept payments on behalf of eligible households for:
 - (1) Electricity and/or natural gas;
 - (2) Firewood and for ancillary charges for delivery, stacking and splitting of wood during delivery; and
 - (3) Propane, fuel oil, coal or other approved fuels and for ancillary charges for delivery, including cost of parts and labor incurred in attaching the fuel tank to the household's residence.

Note: CAAs must have their own current executed agreements on file with all vendors to include Dominion and Duke Energy.

Frequency of LIHEAP Services

OEO will lift limitations on the frequency of LIHEAP services a household may receive during the program year. Therefore, with a presented need or emergency, LIHEAP-eligible households may receive assistance as often as needed. However, to stretch resources, an agency may limit the frequency of LIHEAP services each year.

LIHEAP Client Assistance Payments

Applicant <u>must</u> reside at the address stated on the utility bill; however, when the bill is in the name of a household member other than the applicant, the applicant must provide proof s/he resides at that address, relationship to applicant (if applicable) and approval to access that account. Husband and wife living in the same household do not need approval to access the account.

Bills will no longer be accepted if the person whose name appeared on the bill has been deceased longer than 12 months (proof needed), bill is in a minor child's name, or bill is in non-household adult's name.

When the bill is in the name of the landlord, the landlord must provide a statement indicating that the applicant is permitted to access that account, to include making payment on the account. The file must include this documentation. Customer must provide a current Lease Agreement indicating the account is in the landlord's name, but the bill is the responsibility of the tenant.

If the customer has either a zero balance (the total amount due is \$0) or credit (more than \$5) on their account, LIHEAP assistance **cannot** be provided.

GEAP funds <u>cannot</u> be used to pay utility bills in 2022 unless the total allocations for <u>LIHEAP and Project Share</u> funds have been exhausted for the program year, by county. <u>This must be proven during monitoring or funds will have to be reimbursed</u>.

Each check and/or voucher must be made payable only to the vendor from whom the applicant proposes to obtain services.

The voucher/check used for direct client (monetary) assistance shall be documented as follows:

- CAA's (Subgrantee) name as payer;
- Vendor's name as payee; and
- Eligible applicant's name as recipient.

Payment should indicate "Credit only to home energy expense." If applicable, this policy **must** be added in the Vendor Agreement. Agencies should not contract with vendors that cannot meet this requirement.

Dual Home Energy Sources

The USDHHS Division of Energy Assistance allows agencies to pay energy bills when there are two

sources of energy required to heat and cool a home.

Example: A home heated with natural gas requires electricity to heat the home.

Both energy bills may be paid as one allowable LIHEAP service (even if each service is provided by different vendors). The different energy sources should be notated in DBA as primary and secondary.

The energy burden should be calculated using the combined current energy amounts of each bill, excluding all unallowable and non-energy charges.

LIHEAP Allowable and Unallowable Charges

LIHEAP funds *may be* used to pay:

- Electric/Fuel deposits
- Fuel Tank Installations
- Late fees
- Mandatory Roundup fees
- Regulated Renewable Energy Charge
- HAZMAT fees
- Delivery charges/expedited delivery charges
- Franchise fees
- Natural gas charges regardless of season
- Mandatory and/or regulated fees required for service
- Line Check Fees for Fuel
- Emergencies approved by OEO

LIHEAP funds *may not* be used to pay:

- Sewer and sanitation products and services
- Outside light/pole fees
- Unregulated/voluntary fees
- Outdoor and subdivision lights (light/wood poles)
- City/county fines for late garbage bin pickup
- Meter tampering charges, maintenance fees, security systems and returned check fees.

Important: LIHEAP funds may not be used to pay Duke customer deposits or any vendor unwilling to credit LIHEAP funds to cooling and heating costs, only. Adjustments to Duke or any vendor

customer deposit policy will need to be reflected in updated Vendor Agreements.

Energy Bill Descriptions

Utility bill round-up fees

The U.S. Department of Health and Human Services (USDHHS) stated (November 21, 2006) that LIHEAP funds may not be used to pay customer contributions that are voluntarily donated for round-up programs; those fees must be deducted from the client's utility bill and excluded from the LIHEAP service amount (Refer to LIHEAP Program Assistance Memorandum L 17-06). However, when a utility company charges a mandatory round-up fee on all customer utility bills, USDHHS has stated that the charge has become a part of the household's utility bill and has to be paid in order for the household to maintain service. Therefore, in these instances' agencies can pay round-up fees.

If LIHEAP funds are used by vendors in ways that are different than what is described in the LIHEAP Statute and State Plan, this may constitute an improper use of funds. (Reference LIHEAP IM 2010-13 Use of LIHEAP Funds Coordinated with Vendor Assistance Programs).

Deferred Payment Plan (DPP)

A Deferred Payment Plan (DPP) is a formal arrangement with the utility vendor and the customer, allowing the customer to pay an outstanding bill in installments. While outstanding debt is paid in installments, the customer will still accrue current utility charges. Therefore, the customer is responsible for paying old and current debt until the outstanding debt is eliminated.

To assist a LIHEAP customer with an emergency (ECIP) DPP, the agency must have detailed itemized bills for each month to determine that all charges included in the DPP are allowable. Without detailed bills the agency can only pay current allowable energy charges, and the customer will be responsible for the remainder of the bill, or show proof that the vendor has agreed to work with the

customer to satisfy the balance (proof required). The customer <u>must</u> satisfy their portion of the bill <u>prior</u> to the agency's commitment.

To assist a LIHEAP customer with a nonemergency (DA) DPP, carryout the necessary application award process for a DA benefit.

Equalized Payment Plan (EPP)

The EPP allows customers to pay their household energy usage in 11 equal payments and settle in the 12th month. To calculate customer's monthly



payment, the energy vendor calculates the customer's total energy charges from the previous year and divides that by 11 to give the customer a more predictable bill.

At the end of the 12-month period, the total amount of energy used and paid for is assessed. Any over- or under-charge is included in the customer's 12th month bill and a new monthly payment is calculated. If the customer paid more electricity than they used over the first 11 months, the vendor will credit the customer's account for the difference in the 12th settle-up month. If more electricity was used than paid for, the customer will be billed for the difference.

Eligible customers may qualify for either nonemergency (DA) or emergency (ECIP) LIHEAP service. IF the vendor provides the customer a cash reimbursement for overpayment in the 12th month instead of crediting the customer's account, the agency may only provide the customer an ECIP service, paying only the actual energy used each month.

To assist a LIHEAP customer with an emergency EPP, the agency must have detailed itemized bills for each month. The customer <u>must</u> satisfy their portion of unallowables on the bill <u>prior</u> to the agency's commitment.

To assist a LIHEAP customer with a Nonemergency EPP, carryout the necessary application award process for a DA benefit.

Automatic Draft Bank Accounts

Customers that have elected to have their utility charges automatically drafted from their personal account will not be reimbursed. Additionally, OEO recommends agencies not suggest customers stop automatic drafts as utility payments are the responsibility of the customer and LIHEAP is a needs-based grant. Instead, offer energy counseling or assistance with budgeting.



Direct Assistance (DA) Nonemergency Benefit

The Direct Assistance Program is designed to provide financial assistance to help avert, prevent, deter and avoid utility crisis. DA funds are reserved for the provision of financial utility services that are provided before the initial onset of an emergency.

o be eligible for the LIHEAP nonemergency DA benefit, the applicant/household must not exceed 150% of the federal income guidelines and prove it has an obligation or responsibility to pay its home energy bill.

A Direct Assistance benefit matrix is used to determine the amount a qualifying household may receive and is based on the unique characteristics of each household. South Carolina's benefit matrix is designed to target energy assistance toward the most vulnerable and underserved households that include:

- ► Households with an energy burden
- ▶ Households with a total income at 100% of the FPL or lower
- Households that heat with fuel
- ▶ Households that include at least one elderly member (age 60 and older)
- Households that include at least one person with a proven disability
- Households that include at least one child (age 5 and younger)
- ▶ Households that include at least one U.S. military veteran

New! Frequency of LIHEAP Services

OEO will lift limitations on the frequency of LIHEAP services a household may receive during a program year until further notice. Therefore, with a presented need or emergency, LIHEAP-eligible households may receive assistance as often as needed during the program year(s). However, to stretch resources, an agency may limit the frequency of LIHEAP assistance to a household each year.

New! Maximum Direct Assistance Benefit

At a minimum, each qualifying household will receive a base Direct Assistance benefit of \$200. Additional amounts may be added to the household's total benefit based on the characteristics of its members.

The maximum Direct Assistance benefit a household may receive during the **heating season** is \$850. The maximum Direct Assistance benefit a household may receive during the **cooling season** is \$775.

Direct Assistance Program Eligibility

Direct Assistance <u>may</u> be provided if the customer is not in crisis. Note: Arrearages may go beyond the current month and one month past due.

NEW!!! 2022 DA BENEFIT LEVELS

Minimum Benefit Level (Heating or Cooling)\$200

Additional benefits if:

Maximum Heating Assistance	95N
(7)Veterans	<u>\$50</u>
(6)Fuel (not provided during cooling season)	\$75
(5)Energy Burden (20% of total HH income)	\$175
(4)Applicant with children age 5 or <	\$50
(3)Total Household Income is =100% or < the FPL.	\$175
(2)Disabled	\$50
(1) Elderly (age 60+	\$75

Maximum Heating Assistance......\$850

Maximum Cooling Assistance......\$775

Vulnerable Households Defined

- (1) Elderly Individuals age 60 years or older.
- (2) Disabled Individuals must provide proof of disability. Proof of disability is to be provided from a current year's award letter or SSI report from the Social Security Administration (SSA) verifying disability, a current year's letter from Vocational Rehabilitation or the Veterans Administration, Disability Income Check, or an official handicapped sticker bearing the appropriate photograph. Disability may be either temporary or permanent. This medical documentation must be attached to the application on file.

Due to the pandemic, if a customer has exhausted all efforts to retrieve the current year award letter, the 2021 award letter may be used as verification of disability.

(3) Income is 100% - Refer to current Federal Poverty Income Guidelines. Total household income

for the last 30 days, including the date of application must be at or below the 100 FPG.

- **(4) Household with Children Age 5< -** One or more children living in household age 5 or younger.
- (5) Energy Burden An Energy Burden must be calculated using <u>only</u> the current month's home energy cost (ex. kWh or Therms). To determine the Energy Burden for electric households, multiply total monthly household income by 20% (.20) = PRODUCT.

If the current energy bill is higher than the PRODUCT, then an energy burden has been demonstrated. The current home energy cost should exclude all non-utility and unallowable charges.

Example: Total current utility bill is \$300, non-utility charges total \$50 (round-up fees, franchise fees, service charges and non-regulated charges). \$300-\$50 = \$250. The total allowable energy amount is \$250.

Because fuel expands, tanks and cylinders are never filled to the maximum size of the tank. Instead, tanks are only filled to about 80 to 85 % of their capacity. To determine the Energy Burden for fuel customers, multiply the cost to fill the customer's tank by 80%.

If a household receives both electric and gas charges on the same bill, combine the total amount of home energy used (kWh and Therms) to determine the current Energy Burden.

(6) Fuel – According to the LIHEAP Performance Measures, fuel is defined as Natural Gas, Fuel Oil/Kerosene or Propane (LPG – liquefied petroleum gas). For an additional benefit, the household must heat with one of the fuels mentioned above. Proof of fuel service must be in the file. Note: Natural Gas customers are eligible for the Fuel Benefit during the heating season, only.

Kerosene and propane vendors must verify the tank is attached/connected to the structure. Portable

kerosene heaters cannot be provided with kerosene assistance and should not be awarded a fuel benefit.

(7) Veterans - Individuals must provide proof of veteran status. Documentation must be in the customer's file. Note: Dishonorably discharged veterans are not eligible for the additional Veteran Direct Assistance benefit.

Proof of Active Military or Veteran Status **Veteran's Administration**

- Veteran Identification Card (VIC)
- Veteran Health Identification Card (VHIC)
- Veteran Income with status stated
- Veteran retirement or disability income

Department of Defense

- Common Access Card
- Uniformed Services Identification Card
- State Driver's License and ID with veteran's designation
- State vehicle registration with veteran's designation
- DD214 form or DD256 certificate with honorable discharge or less than honorable

Note: Dishonorably discharged veterans <u>are not</u> eligible for the additional Veteran Direct Assistance benefit.

All information provided for income and program eligibility must be consistent. If a client's address listed on the application does not match the address listed on their driver's license/ID, their address may be changed and printed online at:

https://www.scdmvonline.com/dmvpublic/trans/AddrChange.aspx. If the online process cannot be accomplished, the customer is responsible for providing the current driver's license/ID.

Direct Assistance Customer Bills

The applicant must provide a copy or original energy bill (must have been issued within the last 30-days) to verify the account number. The customer's bill must detail all past due and current charges. When streetlights and other non-allowable items appear on a bill, those utility vendors must be required to "Credit only to home energy expense" to ensure compliance with LIHEAP requirements, or the agency is to pay only the energy expense up to the maximum allowable base the customer is eligible under DA.

Direct Assistance should not be used to pay bills that are in cut-off/disconnection status within five (5) days of the application date.

LIHEAP funds may not be used to pay Duke customer deposits or any vendor unwilling to credit LIHEAP funds to cooling and heating costs, only.

Direct Assistance Payments

The Direct Assistance nonemergency benefit may be used to pay home heating and/or cooling costs (excluding water, sewer, sanitation, products and services, outdoor and subdivision lights, light/wood poles, city/county fines for late garbage bin pickup, voluntary round-up fees, meter tampering charges, security systems and returned check fees).

Because Direct Assistance is not an emergency program, a balance is not required to be satisfied on the customer's account, however, all unallowable charges must be paid prior to service or deducted from the maximum award benefit. A letter from the vendor will suffice as proof that the merchant will work with the customer on the outstanding amount of unallowable charges.

If the customer has either a zero balance (the total amount due is \$0) or credit (of more than \$5) on their account, LIHEAP assistance **cannot** be provided.

Greatest Benefit Exception for Households with Elderly and/or Disabled Persons

Direct Assistance funds may be used to pay for emergency services for elderly and/or disabled households, only, if the DA benefit will provide a

larger financial award when compared to the allowable ECIP benefit.

Serving Direct Assistance to households with Undocumented Immigrants

Complete the application listing the undocumented immigrant as a member of the household (capture any income if applicable on the Declaration of Zero Income form). When determining the itemized household benefits (i.e. – Child age 5 or under, Energy Burden, Elderly, Disabled, Income under 100%), only consider eligible household members (exclude undocumented immigrants). After the household's benefit has been determined, apply the Direct Assistance Prorated Calculation to determine the benefit per person. Only apply the prorated benefit amount to each <u>eligible</u> household member.

Total DA Benefit ÷ # of HH Members = Prorated Benefit (including Aliens)

Nonelectric Deliveries

Kerosene, wood, coal, and propane applicants' DA benefits must be calculated in the same manner as DA benefits calculated for natural gas and electricity customers, using all allowable benefit options for vulnerable households. In these instances, an Energy Burden may be applicable using the total energy cost, excluding unallowable and non-utility charges, identified on the bill/statement (must be a current bill) from the vendor for that service.

For home deliveries, vendors must provide a Non-Electric Fuel Affidavit provided by the agency, delivery ticket for the file documenting fuel type, number of gallons or cords of wood, cost per gallon, total delivery cost, delivery date, vendor name and address. Agencies <u>must</u> approve the service <u>prior</u> to the delivery (agency *may not* pay for services if the customer initiates the order for fuel/wood without CAA approval) if LIHEAP funds are to be used. The purpose of pre-approval is to ensure that customers are not placing orders assuming agency payments and avoid improperly shared information between customers and vendors. This *does not* apply to

customers who are approved by the vendor for automatic delivery.

To determine the current amount on a new propane/fuel oil bill, use the cost listed on the vendor's bill/invoice that is needed to fill the tank.

All kerosene, propane, wood and coal customers are to provide a statement from the vendor for the file that reflects the total number of gallons/cords to be purchased, fuel type, cost per gallon, vendor name and address. Kerosene and propane vendors must verify the tank is attached/connected to the structure. Portable kerosene heaters cannot be provided with kerosene assistance.



Fuel Customers and Pre-Pay Accounts

Income-eligible applicants with a zero balance on an existing utility account may still have a documented need. Files should contain clear justification for assisting these income eligible, zero-balance applicants.

Direct Assistance may be used to pay "pre-payment" accounts and deposits with Electric Cooperatives, only. Pre-pay customers do not qualify for an energy burden since no current bill will be due, (this does not apply to propane and fuel oil). Note the SC Code below:

SECTION 33-49-255. Restrictions on interruption of electric service to residential customer for nonpayment of bill; exceptions:

(A) Except as provided in subsection (B) of this section, an electric cooperative must not interrupt electric service to any residential customer for nonpayment of a bill until twenty-five days have elapsed from the date of billing.

- (B) An electric cooperative may interrupt electric service to a residential customer who has voluntarily enrolled in a prepay program if the prepay program allows the customer to monitor his consumption of electricity and his account balance daily and the balance of that customer's prepay account is zero, provided that the following conditions are met:
 - (1) at the time the residential customer enrolls in the prepay program, the residential customer is informed and agrees that his electric service may be interrupted when the balance of his prepay account reaches zero;
 - (2) electric service must not be interrupted before 10:00 a.m. on the next business day following an attempt by the electric cooperative to give the customer notice of the impending interruption by telephone or electronically; and
 - (3) service must not be interrupted except during hours when the electric cooperative is accepting cash payments. For purposes of this subsection, a business day is any day in which the electric cooperative, or an agent, is accepting cash payments.
- (C) Nothing contained herein shall be construed to relieve an electric cooperative of the requirements of Act 313 of 2006.

When appropriate, agencies are advised to help customers create new accounts with a utility vendor for a permanent situation by following LIHEAP rules.

SLAPP & Electric Cities

The Selected LIHEAP Assistance Payment Plan (SLAPP) is an incremental payment plan for customer's whose monthly energy bill includes charges that cannot be paid using LIHEAP or Project Share funds (ex. water, sanitation, outside lights, etc.).

The household's total DA benefit will be issued to

the customer in increments, covering only the allowable charges for each month until the full benefit is exhausted. If the balance of a SLAPP is less than \$25, the agency may apply the remaining amount to the customer's final award.

Example:

Customer's DA Award is \$300.

Bill	Energy	Agency	Balance
	Charge	Pays	
January	\$125	\$125	\$175
February	\$160	\$175	\$0

Note: The agency provided the full balance in February because the remaining balance was \$15 (under \$25).

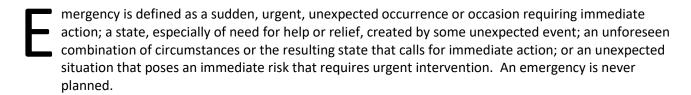
Vendors <u>may not</u> transfer, or cash out benefits to recipients; this must be addressed in your Vendor's Agreement. If a customer relocates and is no longer a customer of the vendor that was provided a benefit for that customer/household, all unexpended balances must be returned to the agency by the end of the program year. Vendor Agreements must indicate the vendor's understanding/acceptance of this policy.

South Carolina has a statewide agreement with Dominion Energy (former SCE&G), therefore, SLAPP requirements do not apply. Additionally, if vendors agree to apply all LIHEAP funds to the heating and cooling portions of the bill (in writing), incremental payments are not required.



Emergency Crisis Intervention (ECIP) Benefit

The Emergency Crisis Assistance Program is designed to restore or prevent termination of an eligible household's home energy.



To be eligible for the LIHEAP emergency crisis benefit, the applicant/household must not exceed 150% of the federal income guidelines and prove it has an obligation or responsibility to pay its home energy bill.

New! Frequency of LIHEAP Services

OEO will lift limitations on the frequency of LIHEAP services a household may receive during a program year until further notice. Therefore, with a presented need or emergency, LIHEAP-eligible households may receive assistance as often as needed during the program year(s). However, to stretch resources, an agency may limit the frequency of LIHEAP assistance to a household each year.

Maximum Emergency Crisis Assistance Benefit

With a documented emergency, an eligible household may receive ECIP assistance up to \$1,000 to eliminate a household's home energy crisis.

Timeframes to Resolve Home Energy Emergencies

An **18-Hour Life Threatening Crisis** is an emergency requiring immediate action to prevent the loss or impairment of life/health due to a medical condition if the household's energy service is interrupted. Award must be processed within 18-hours from submission of application.

A **48-Hour Energy Crisis** is an energy crisis when a household is facing imminent disconnection and/or needs restoration of their home heating/cooling source. An energy crisis may also be the result of weather or energy-related emergencies. Award must be processed within 48-hours from submission of application.

Please note: In times of disaster, the 18- to 48-hour timeframes to resolve a crisis do not apply. However, all customer applications must be processed within 30 days from the date of application.

ECIP Program Eligibility

To be eligible for ECIP, proof of emergency is always required in each customer/household file. The emergency must have occurred within 30 days from the date of application unless otherwise stated below. Note: Being disabled, elderly or on a fixed income does not justify an emergency.

EXAMPLES OF LIHEAP EMERGENCIES

(This list is not inclusive of all allowable emergencies.)

No Home Energy

 No active source of energy to heat/cool the residence. Disconnection of service may be cited as the cause. Proof required.

Threat of/Disconnection Emergencies

• **Disconnection Notice** verifiable by the agency (disconnection notice alone does not verify an emergency.) A termination/disconnection or final notice alone may be used as proof of emergency for households with vulnerable individuals, i.e. elderly, disabled or children 5 years of age or younger, only.

Please do not advise customers to wait until their services are disconnected to be served remember emergencies should never be planned.

- A termination notice with a scheduled disconnection date within five (5) days of the application date may be used as proof of emergency.
- Empty fuel tank or low fuel tank (less than 1/4). If customer misrepresents the facts about the amount of fuel in tank (customer says tank is empty, but tank is more than ¼ empty), customer may be disqualified.
- **COVID-19 Exception:** To assist with recovery efforts due to the pandemic, OEO will consider

bills with arrearages that exceed two (2) months an emergency.

Weather-Related (Acts of God) Emergencies

- Updated: Extreme weather-related temperature at the time of application (below 50° during heating season and above 90° during cooling season. Heat index or wind chill may be considered.) Documentation of the temperature at the time of application with a final notice must be used as proof of the customer's emergency.
- Act of God (Burn-out, tornado, hurricane, earthquakes, ice storm or flood) - energy

ı

	assistance needed to establish home energy in
	new or temporary residence.
Н	lome Energy Burden
•	Energy burden Calculation:
	Monthly Income x 20% = Current Energy Bill\$
	Compare the current month's energy charge for the heating/cooling portion of the bill to 20% of the household's total income for the month. The household's energy bill must exceed 20% of the household's monthly income to demonstrate an energy burden as the emergency.
•	Extreme increase in energy bill (more than 40%). An extreme increase in the customer's energy bill may be considered an emergency if the household's current bill increased 40% or more when compared to the previous month. Compare the previous month's energy charge to the current month's energy amount.
	Extreme increase in a bill Calculation (more than 40%):
	Previous Month Energy Charge x 140% =
	Current Energy Charge\$.

Example: Brian's previous month energy charge was \$120 but his current energy charge is \$300. $$120 \times 140\% = 168 and/or \$120 x 1.4 = \$168.

Brian's current energy charge of \$300 is greater than the previous month's energy charge at \$168. Therefore, Brian has experienced an extreme increase in his energy bill when compared to the previous month. Any amount at or above \$168 would prove an extreme increase in energy bill.

Financial Emergencies

- <u>Job loss</u> (layoff, reduction in force), proven medical emergency that caused proven financial hardship, proven <u>reduction in income</u> (more than 40%) or death of primary income provider/wage earner (within 90 days of application).
- <u>Long-term unemployment</u> resulting from proven layoff or reduction in force (over 180 days but not more than 365 days)
- <u>Exhaustion of Unemployment Insurance (UI)</u>
 <u>benefits</u> (within past 90 days) if customer is consistently seeking employment (proof required).
- <u>Exhaustion of personal savings</u> (within past 60 days). Proof, such as 2-month bank statement, is required.
- Income-to-bill ratio for households at or below 100% of the FPL. This may be used as an emergency if the percentage is more than 40%. Calculation must be in file for monitoring purposes.

Current bill allowable amount ÷ total monthly gross income = %

Example: \$308.00 (Energy Bill) ÷ \$694.00 (Total Household Income) = 44%.

Exception for Households with Elderly and/or
 Disabled Persons: Direct Assistance funds may be
 used to pay for emergency services for elderly
 and/or disabled households, only, if the DA

benefit will provide a larger financial benefit when compared to the allowable ECIP benefit.

Repair Emergencies

- Emergency repairs to home within 90 days of application (official receipt required). Repair amount must be comparable to energy amount needed.
- Emergency vehicle repairs (for employed persons only) within 90 days of application (official receipt required). Repair amount must be comparable to energy amount needed.

Emergency Services for Nonelectric/Fuel Vendors

Non-electric energy/fuel may only be purchased during the heating season. For home deliveries, vendors must provide a delivery ticket for the file documenting date and amount of last delivery, fuel type, number of gallons or cords of wood, cost per gallon, total delivery cost, delivery date, vendor name and address.

All kerosene and propane customers must have vented systems that are connected to the dwelling and are to provide a statement from the vendor for the file that reflects the total number of gallons to be purchased, fuel type, cost per gallon, vendor name and address.

Emergency Intervention Services

Section 2604(c)(1)(2) of the LIHEAP Statute requires Not later than 18- or 48-hours after a household applies for crisis benefits, the eligible entity must provide some form of assistance that will resolve the energy crisis if such household is deemed eligible to receive LIHEAP benefits.

LIHEAP ECIP funds may be used to provide temporary shelter or approved heaters/fans as an emergency intervention when a LIHEAP service cannot be provided within 18- or 48-hours for eligible households.

DBA Instructions: Select the "Emergency Intervention Service" program to provide a heater

(one OEO permitted heater at a max. \$250), fan (one fan at a max. \$100) OR temporary shelter (at a max. of \$1,000). (For more information contact your agency's System Administrator or the DBA Help Desk).

ECIP Customer Bills

The applicant must provide the most recent or original copy of the energy bill issued within the last 30-days. The customer's energy bill should be used to verify the following: the correlation between the customer's service address and physical address; validate the customer's account number; and a detail of all actual charges.

According to the South Carolina Office of Regulatory Staff ("ORS") and Public Service Commission of South Carolina ("PSC"), customers have the right to written notice from their electrical utility before electric service is disconnected for nonpayment. Therefore, a final notice/termination notice is not acceptable without the itemized bill.

In a case where a customer has a bill higher than the maximum amount allowed, the difference must be satisfied <u>before</u> the LIHEAP benefit is awarded. The file must contain a paid receipt to satisfy the difference, an agreement with the vendor for future payment options, and/or a noted referral source (by client or through area recommendation).

If the customer is unable to pay the difference, the agency should have a documented statement on file from the vendor to work with the customer on the outstanding balance with no threat of disconnection for 30 days forward.

Example: A client has a bill for \$1,200. The agency can pay up to \$1,000 of allowable costs, but the client is responsible for the remaining \$200. The customer's file must include documentation of an agreement with the vendor to satisfy the remaining balance.

If the customer has either a zero balance (the total amount due is \$0) or credit (more than \$5) on their

account, a crisis LIHEAP service <u>may not</u> be provided.

All unallowable charges MUST be paid prior to service or deducted from the maximum award benefit.

Past Due Customer Charges

It is OEO's intent to offer customers the greatest benefit to eliminate their immediate emergency. Therefore, there are no restrictions on how far back an agency can pay towards the customer's expenses, regardless of when the debt was accrued, if expenses are allowable and in accordance with the grant/approved program.

The agency must determine if the LIHEAP benefit will eliminate the debt enough to secure the household's energy for 30 days forward. Detailed bills must be provided for consecutive months to ensure unallowable charges are not paid. However, Fuel and Nonelectric energy may only be purchased during the heating season.

Example: When serving a customer with a 2022 bill, allowable charges accrued at any time in 2021 or prior, may be paid up to the maximum dollar amount.

- The applicant or household member's name must be listed on all bills.
- Information in the file must correspond (Ex. Physical addresses and/or names).
- The agency may not exceed the approved maximum benefit per household, as approved by OEO.

Customer Payment Extensions

If the situation at the time of application is that the customer made additional arrangements with the vendor and the due date of the original final notice has passed, do not postpone the appointment. Document that the customer has received a final notice and copy of the bill reflecting the original disconnect date.

Transfer Accounts

Allowable transfer amounts from a previous address *may* be paid if the customer can provide documentation that he/she lived at the former address along with an itemized bill(s), regardless of a lapse in service. The agency must still determine if the LIHEAP benefit will eliminate debt and secure the household's energy for 30 days forward.

Closed Accounts & Outstanding Debt

If a client has a closed account, the agency must determine if the LIHEAP award will secure a deposit and restore the household's heating/cooling energy for 30 days forward before an award can be provided. There are no restrictions on how far back an agency can pay toward the customer's debt, regardless of when the debt was accrued

Prepaid Accounts

Prepaid customers may be eligible to receive a LIHEAP crisis award (ECIP) to restore service or to secure the household for 30-days forward. A past due amount (varies by vendor) and the amount to secure the household for 30-days forward may be provided up to the \$1,000 ECIP maximum.

The customer's file must include a daily usage rate/charge to justify the award. It will be the responsibility of the agency to calculate the daily usage rate/charge by 30-days to determine the ECIP award. Other support documentation may include the customer's account history and account balance.

LIHEAP Home Energy Repairs/Replacements



Emergency Window Units Maximum Cost - \$700/unit or \$1,400 for purchase and installation of two (2) units per household.

Emergency window units may be provided up to the allowable maximum of \$700 per unit. A window unit may be purchased and installed as an emergency

service to ensure the safety of members in eligible households during extreme weather.

The agency is to coordinate the proper procurement, installation and client education on the usage of the unit. Client education should include the overview of product warranties, changing filters, usage of proper electrical outlets and winter storage. Agencies can coordinate with a vendor or Weatherization Program for installation. If unable to work through either, a licensed and insured contractor is required for proper installation(s) and a contractor's agreement is required. Each agency will be monitored on this component. Client and installer are to sign off on the installation and a copy of the invoice is to be placed in the client's file. Refer OEO Fiscal Guidance and Procedural Manual, Procurement Policy.

Maximum Size – 15,000 BTUs; must have the Energy Star certification. Installation by a reputable vendor is required to assure proper setup and service. Warranty and installation fees may be paid with LIHEAP funds.

Emergency Heaters (with approval from OEO)

A maximum of two (2) Heat Surge, Infrared Quartz Heater or comparable units may be purchased during the program year for a household reporting no source/safe source of heat in the home (maximum purchase price is \$250 per unit, not to exceed \$500 per household.) The need must be justified. To justify the purchase of more than one unit, the household must include more than one person (since the unit is portable). The BTU Output should be approximately 4,500 - 5,000, have adjustable heat settings, safety tip-over and thermal power cut-off, cool touch exterior, be inspected and approved by UL benchmark in safety, and other health and safety features and benefits.

The purchase of portable kerosene heaters or space heaters is not allowed due to safety and health issues.

Blanket/Throw Distribution

Agencies may provide elderly income-eligible customers blankets or lap throws during the heating season only, in addition to a DA/ECIP service. Eligibility guidelines should be outlined in a logic model approved by OEO to include requiring the customer's signature in receipt of the blanket/throw.

A separate program **must** be established in DBA FACSPRO to track this service and expense.

Maximum Cost - \$25 per blanket/throw up to \$100 per household.

LIHEAP Inventory Purchases

At program year-end, the agency must provide an itemized listing by product, unit price, total costs

and remaining inventory. In the subsequent program year, once spending is authorized, the agency should use current year program funds to purchase the inventory from the prior program year funds and ensure the inventory is recorded in the current program period in which the benefit is received. Prior year inventory must be cleared out prior to submission of the final FSR.

Chimney Sweep

Chimney sweep service(s) is an allowable emergency (ECIP) health and safety measure using LIHEAP funds.

Maximum Cost - \$400/flue or up to \$800 for inspection and sweep of up to two (2) chimney flues per household.

This section intentionally left blank.

LIHEAP Weatherization (LWAP)

Up to fifteen percent (15%) of LIHEAP funds may be allocated to the 2022 Weatherization Program to supplement the Weatherization Assistance Program funded by the U.S. Department of Energy. LIHEAP WAP funds take on the identity of WAP funds, except for Administration (5% has been allocated for administration). LIHEAP WAP funds are also used to improve home health and safety. The average LWAP expenditure per dwelling is \$10,000.

Agencies are required to refer high energy usage households to Weatherization. There is NO stipulation when referring LIHEAP and Weatherization customers between programs. Weatherization may refer customers to LIHEAP and vice versa.

HVAC Assessments (Weatherization Subgrantees only)

HVAC assessment fees are allowable as a preliminary service when qualifying households request HVAC services, **utilizing LWAP funds**. All HVAC assessments should be coordinated with the eligible entity's Weatherization department or contracted with an outside vendor. **\$150 Maximum Cost**.

LIHEAP Outreach Activities

Outreach is an important aspect of administering LIHEAP, both at the state and local level. Section 2605(b)(3) of the LIHEAP statutes allows grantees/subgrantees to conduct outreach activities designed to assure eligible households are made aware of LIHEAP assistance. Effective outreach means the most vulnerable households, or those the state has prioritized such as elderly or disabled, are made aware of LIHEAP. Effective outreach can also streamline the process.

LIHEAP Outreach Activities include:

- Written LIHEAP materials such as flyers, poster, bilingual materials, brochures, etc.
- Media announcements. Publish LIHEAP articles in local newspapers or broadcast targeted LIHEAP media announcements.
- Interpretation services. Toll-free phone lines and/or special assistance with language translation and interpretation services for deaf and blind LIHEAP applicants.
- Targeted outreach. Mail early applications to the elderly and disabled. Canvas neighborhoods. Conduct outreach to recipients of similar public assistance programs.

Note: LIHEAP Outreach Activities may only be used to promote LIHEAP. Advertisement and outreach may not include other agency programs or promotion of the agency. Collective advertisement and outreach will require shared costs between grants/programs. OEO must approve each agency's LIHEAP Outreach Activities and budget prior to service delivery.

LIHEAP Disaster Relief

LIHEAP Disaster Relief measures may only be provided upon OEO directive. The following activities will be considered allowable uses of LIHEAP funds to deal with disaster relief crisis, particularly with respect to assistance for home energy related needs resulting from a hurricane or other natural disaster:

Allowable Uses of LIHEAP Funds for Disasters

 Costs to temporarily shelter or house individuals in hotels, apartments or other living situations in which homes have been destroyed or damaged, i.e., placing people in settings to preserve health and safety and to move them away from the

- crisis (rent and/or mortgage payments are not allowed)
- Costs for transportation to move individuals away from the crisis area to shelters, when health and safety is endangered by loss of access to heating or cooling (based on season)
- 3. Utility reconnection costs
- 4. Repair or replacement costs for furnaces/air conditioners (based on season)
- 5. Coats and blankets, as tangible benefits to keep individuals warm (heating season only)
- 6. Crisis payments for utilities and utility deposits

Unallowable Uses of LIHEAP Funds for Disasters

- 1. Payments for water/sewage and other nonenergy-related costs
- 2. Mortgage or rent assistance
- Utility assistance for households housing displaced victims UNLESS the household is already low income and qualifies for LIHEAP assistance
- 4. Ramps and wheelchairs
- 5. School uniforms and school supplies
- 6. Clothing (except for coats)
- 7. Mattresses, cots, air beds and pillows

Income Eligibility Requirement: The LIHEAP statute does not authorize waiving income eligibility guidelines (150% of the FPL or below); therefore, income eligibility must be verified before services may be provided. However, the LIHEAP statute permits LIHEAP grantees (OEO) the flexibility to provide services to households with at least one member who receives assistance under the TANF, SSI, and Food Stamp programs. Any consideration of eligibility that deviates from South Carolina's approved LIHEAP State Plan must be approved by OEO prior to the delivery of service.

<u>Disaster Relief Application Processing Requirements</u>: The LIHEAP statute authorizes the use of LIHEAP funds for "energy crisis intervention". **The 18- and 48-hour time frames do not apply when a grantee is affected by a declared disaster.**

LIHEAP Appeals & Fair Hearing

Section 2605(b) (13) of the LIHEAP statute (42 U.S.C. § 8624(b) (13)) requires that each applicant be given an opportunity to have a fair administrative hearing if he/she is denied assistance or if his/her application is not acted upon with reasonable promptness. Each CAA must post South Carolina Office of Economic Opportunity's standardized statewide Appeal and Fair Hearing procedures in a visible location in each office, outlining the three levels of appeal.

- Applicants should first file a written appeal with the Community Action Agency in which he/she applied for service(s), requesting a formal hearing within 30 calendar days of the agency's Notice of Denial of Assistance/Services.
- If the appeal is denied at the Community Action Agency, the applicant may file a written appeal to the Office of Economic Opportunity (OEO) within 20 calendar days of the agency's notification of their hearing decision. The written appeal shall be submitted to:

Attention: Legal Counsel
The South Carolina Department of
Administration
Office of Economic Opportunity
1205 Pendleton Street, Suite 366
Columbia, SC 29201

• If the appeal is further denied by OEO, the applicant may file a written appeal within 20 calendar days of the applicant's receipt of OEO's written hearing decision. The Department of Administration's Chief Legal Counsel will select a Hearings Officer to conduct the hearing within 30 days of receipt of the letter of appeal, utilizing the informal disposition procedures outlined in S.C. Code §§ 1-23-310 to 1-23-400 of the State Administrative Procedures Act.

The funds or services in question must be obligated (set aside) until a final decision is reached. If the applicant is successful, the funds or services will be provided to the applicant. If the applicant is unsuccessful, funds are to be reverted to Client Assistance and made available to eligible participants.

All paper and DBA applications must include a clause notifying applicants of their right to appeal and a fair hearing if service is denied, as required by Section 2605(b)(13) of the LIHEAP statute.



LIHEAP Planning & Reporting

The following LIHEAP reports are due to OEO on the 15th of the month following the reporting month:

- Monthly LIHEAP Household Reports (to include supplemental/special grants)
- Monthly Financial Status Reports (FSRs)

All reports must be submitted in a timely manner; timeliness will be reported on risk assessments.

Logic Model Targeting & Projections

A logic model (also known as a logical framework, theory of change, or program matrix) is a tool used by funders, managers, and evaluators of programs to evaluate the effectiveness of a program. They can also be used during planning and implementation.

The GPRA legislation (Government Performance and Results Act of 1993/ Modernization Act of 2010) refers to "performance plans" and "performance goals," which both relate to the concept of planning for specific results. This references two kinds of targets: the number of people who are expected to be served and the number of people (of those served) who are identified in planning, so they can be assessed in the evaluation phase.

To improve program targeting, OEO allows agencies the flexibility to adjust program projections as the state receives updated notices of funding.

Subgrantees will have a maximum of ten (10) business days following South Carolina's notice of LIHEAP Awards to update services and/or projections on the ROMA logic model. Logic model targeting should not be altered after the state's final award has been received for the program year. Instead, targeting variances should be explained in the annual report when prompted (Ex. Anticipated funding was reduced; therefore, participant enrollment was limited).

Final logic models reporting the achievement of results (column 5, Actual Results) are due to OEO no later than January 16, 2023.

LIHEAP Program Year Closeout

The 2022 LIHEAP Program should be closed out no later than February 15, 2023 (date subject to change).

Note: The annual LIHEAP household pre- and final closeout reports are no longer required.



Project Share (PS)

Project Share is an energy benefit donated by private utility vendors to supplement LIHEAP.

o extend the scope of LIHEAP, private utility vendors have elected to designate private funds within their service territory to assist LIHEAP eligible customers with an additional energy benefit. To qualify, a customer must meet the unique criteria specific to each vendor and may only receive funds allocated to the county in which they live.

Project Share Reporting

Project Share operates on a state fiscal year beginning July 1st and ending June 30th of the following year. All Project Share client assistance data is to be maintained in DBA FACSPRO and reported monthly on a separate Household report for each vendor.

Project Share Exclusions

Project Share funds may <u>not</u> be used to purchase/install HVACs, window units, heat pumps, air conditioners, heaters, etc. Funds may <u>not</u> be used for repairs or administrative costs, <u>unless</u> instructed by the utility vendor.

Project Share Vendors

- Dominion Energy South Carolina
- Duke Energy
- Piedmont Natural Gas

Frequency of Project Share Services

The frequency of Project Share assistance varies by vendor.

Maximum Project Share Benefit

The maximum benefit allowed per household varies by vendor.

Overview

- No participating utility vendor shall discriminate against nor treat any eligible households adversely because of their receipt of LIHEAP Assistance.
- No participating utility vendor will exchange a customer's energy voucher for cash nor will any cash equivalent be given for excess credit.

Dominion Energy: ENERGY SHARE

Program Overview

- Qualifying households may use Dominion's Energy Share funds to pay outstanding utility bills or deposits up to \$1,000.
- Eligible customers may return until their full Energy Share benefit is exhausted.
 Agencies must have a mechanism in place to track customer balances.
- Dominion's Energy Share funds will continue to follow LIHEAP rules to include allowable charges as defined by OEO, except for income guidelines for Tier Two Dominion customers.
- An agency may use Energy Share funds combined with LIHEAP as a supplemental service or as standalone service during the program year.

Dominion Energy – Energy Share Emergency Assistance

<u>Tier One – LIHEAP Eligible Customers (At or</u> Below 150% of FPL)

- Dominion's Energy Share funds may be used to satisfy outstanding allowable balances in conjunction with a Dominion customer's LIHEAP Service. <u>A maximum of</u> \$1,000 may be provided to Dominion Energy customers.
 - a) Example: Total Customer Bill = \$1,500 in allowable charges. Staff would charge \$1,000 to LIHEAP and the remaining \$500 to Dominion's Energy Share. Customer is then eligible to exhaust the remaining Energy Share funds, not to exceed the balance of \$500.
 - Example: Total Bill = \$1,100, however, the bill includes illegal activity and/or non-utility charges totaling \$50. LIHEAP funds may pay \$1,000; Dominion Energy Share funds may pay \$50; and

the customer is responsible for unallowable costs of \$50. Unallowable costs may also be deducted from the customer's total benefit.

<u>Tier Two – Customers exceeding 150% of the FPL (Eligible at 151 – 200% of the FPL)</u>

 Income eligible customers with a documented need may receive Dominion Energy Share benefits, not to exceed \$1,000. <u>Customer files must include a DBA application, current I.D, proof of household income, and a copy of the customer's current bill.</u>

Dominion Energy's Energy Share – Nonemergency (DA) Assistance

Dominion's Energy Share funds may be used to provide a nonemergency Direct Assistance benefit to provide financial assistance to help avert, prevent, deter and avoid utility crisis.

For nonemergency assistance, a qualifying household will receive a base Energy Share Direct Assistance benefit of \$200. Additional amounts may be added to the household's total benefit based on the characteristics of its members.

The maximum Energy Share Direct Assistance benefit a household may receive during the **heating season** is \$850.

The maximum Energy Share Direct Assistance benefit a household may receive during the **cooling season** is \$775.

Duke Energy Project Share

Duke Energy Carolinas

New! SHARE THE LIGHT

As part of their redesign for customer assistance, Duke Energy's **Share the Light** Fund will be used in all jurisdictions (with the

exception of the Piedmont Natural Gas - Share the Warmth program.)

Share the Light funds will follow LIHEAP rules (to include allowable charges as defined by OEO) and may be used for bill payment, <u>unpaid deposits</u>, and unpaid reconnection charges.

Duke Energy funds may be combined with LIHEAP as a supplemental service or as standalone service during the program year.

New! Income Eligibility

To qualify for assistance, the household's gross income must be at or below 200% of the FPL.

Maximum Benefits/Frequency of Service

A qualifying household may not receive more than \$1,000 of Duke Energy funds for the program year. Eligible customers may return until their full benefit is exhausted; however, agencies must have a mechanism in place to track customer balances.

Emergency Share the Light funds may be provided to qualifying households up to \$1,000.

For **nonemergency assistance**, a qualifying household will receive a base Direct Assistance benefit of \$200. Additional amounts may be added to the household's total benefit based on the characteristics of its members.

The maximum Direct Assistance benefit a household may receive during the **heating** season is \$850.

The maximum Direct Assistance benefit a household may receive during the **cooling** season is \$775.

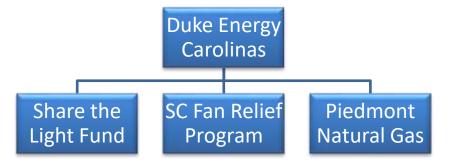
Duke Energy's Fan Relief Program

Duke Energy Carolina customers may be eligible to receive a \$50 energy credit or fan once per year. Unallowable costs may be deducted from the customer's total benefit.

In lieu of a fan, a one-time \$50 credit is available to eligible households during the program year for Duke Energy Carolina customers, age 60 and older.

Applicants who are awarded the \$50 credit are not eligible to receive a fan.

- Any elderly citizen age 60 and older, residing in a county served by Duke Power, in need of cooling assistance may receive a fan, not to exceed \$50 in value.
- One fan during the program year is allowed.
- An agency may use Duke's Fan Relief fund combined with LIHEAP as a supplemental service or as a standalone service during the program year.
- A fan purchased through Duke's Project Share is a gift and is not to be counted as an ECIP or DA LIHEAP service.
- Applicants must provide an original/copy of their current Duke Energy bill which is to be retained in the applicant's file.



Project Share Vendor Overview

Criteria	Dominion Energy South Carolina "Energy Share"	Duke Energy Fan Relief Program	Duke Energy Progress Energy Neighbor Fund "Share the Light"	Piedmont Natural Gas "Share the Warmth"
Except for *Duke Energy Fan customers, eligible households may receive Project/Energy Share assistance using LIHEAP rules. Agencies are encouraged to use Project/Energy Share Funds when possible to expand the outreach of LIHEAP funds. LIHEAP Rules: Maximum level household assistance: ECIP \$1,000 and Direct Assistance \$850.	LIHEAP & additional Dominion Energy Rules (FPL up to 200%)	LIHEAP & additional Duke Energy Rules, FPL up to 200%, age 60+, serve once \$50 limit	LIHEAP & additional Duke Energy Rules, FPL up to 200%	eligibility rules (FPL up to 150%) Heating only
The household must be the energy provider's residential customer. A copy of a current or most recent billing statement verifying the household's residential customer status must be retained with the applicant's file. The applicant's "Home Address" must coincide with the service address on the billing statement.	√	√	√	√
The household must use electricity or natural gas to heat or cool the home. Secondary sources of heating are permitted. The authorized uses are payment of an energy bill to include deposits, reconnection fees, late fees, membership/franchise fees if required to establish service, if the applicant household can present proof that s/he is either a natural gas or electric customer.	Electricity Natural Gas	Electricity Natural Gas	Electricity Natural Gas	Natural Gas
Funds shall not be used for payment of administrative costs. Interest earned from Project Share funds maintained in an interest earning account may be retained.	Administrative caps for operational costs are outlined in the grant agreement. Funds may not be used for salaries.	√	√	√
Funds can be used for repairs or purchase of a home heating/cooling device or equipment.	No	Purchase of fans, only, not to exceed \$50.	No	No
Funds should be expended from balances-on-hand for each county.	Households mus	t be a current cus	tomer of the ven	dor.
Monthly reporting shall be on OEO Project Share FSR. Each report is to be completed and submitted to the OEO no later than the 15 th of the month following the reporting period.	Please be advised activities are	that monthly revo		diture

Appendix G

LIHEAP Checklist

FAMILY APPLICATION	YES	NO
TAMILI AFFLICATION		
TOTAL HOUSEHOLD INCOME DOCUMENTATION (Weekly/Bi-Weekly/Semi-Monthly/Monthly)	YES	NO
(Weekly) Bi Weekly) Sellii Worldiny) Worldiny)		
CURRENT AND LEGIBLE PICTURE ID	YES	NO
SOCIAL SECURITY NUMBERS (Entire Household)	YES	NO
ELECTRIC/GAS BILL or STATEMENT FROM VENDOR	YES	NO
PROPANE/ FUEL OIL BILL DELIVERY TICKET	YES	NO
DIRECT ASSISTANCE WORKSHEET	YES	NO
DIRECT ASSISTANCE WORKSHEET	163	NO
DIRECT ASSISTANCE SLAPP PLAN	YES	NO
ECIP: CURRENT UTILITY BILL/FINAL NOTICE	YES	NO
Bill Date:		
Cause of Emergency:		
REFERRAL FORM (If Applicable)	YES	NO
VOUCHER/ CHECK NUMBER	YES	NO

COMPLETED BY:	DATE:	
REVIEWED BY:	DATE:	

Appendix H

(Agency Name)

Disaster Relief: COVID-19 DECLARATION OF INCOME (Applicant)

The Community Services Block Grant (CSBG) and Low-Income Home Energy Assistance Program (LIHEAP) provide disaster relief funding to aid economically disadvantaged households with recovery efforts following a natural catastrophe and/or public health crisis. To comply with the requirements of the grant(s), we ask your cooperation in supplying the information requested in the Certification below. This information will be held in strict confidence and used only for the purpose of establishing program eligibility.

I understand sources of income include, but are not limited to, the following:

Wages Self-Employment Unemployment Compensation	Disability Social Security SSI		rement Funds et Income	
Lottery/Gifts	AFDC	Othe	·1	
Education Grant Refunds/Work Study	Family Support			
My wages have been reduced due to				
My monthly reduced earnings w	ill be: \$			
I certify that the information contained about that I am signing this statement under position financially or legally liable for any magnification and/or debarment. Executed this day of	enalty of prosecution to disrepresentation. I also	the full extent of South Carolina l	aw. I understand that	I may be
Name of Applicant	Date	Signature of Applicant	Date	_
		Agency Representative	Date	
			Revised 4/20	

Appendix I

South Carolina Office of Economic Opportunity

STATEWIDE APPEAL AND FAIR HEARING PROCEDURES

Section 2605(b) (13) of the LIHEAP statute (42 U.S.C. § 8624(b) (13)) requires that each applicant be given an opportunity to have a fair administrative hearing if he/she is denied assistance or if his/her application is not acted upon with reasonable promptness.

LEVELS OF APPEAL

- Applicants should first file a written appeal with the Community Action Agency in which he/she applied for service(s), requesting a formal hearing within 30 calendar days of the agency's Notice of Denial of Assistance/Services.
- If the appeal is denied at the Community Action Agency, the applicant may file a written appeal to the Office of Economic Opportunity (OEO) within 20 calendar days of the agency's notification of their hearing decision. The written appeal shall be submitted to:

Attention: Legal Counsel

The South Carolina Department of Administration
Office of Economic Opportunity
1205 Pendleton Street, Suite 366
Columbia, SC 29201

• If the appeal is further denied by OEO, the applicant may file a written appeal within 20 calendar days of the applicant's receipt of OEO's written hearing decision. The Department of Administration's Chief Legal Counsel will select a Hearings Officer to conduct the hearing within 30 days of receipt of the letter of appeal, utilizing the informal disposition procedures outlined in S.C. Code §§ 1-23-310 to 1-23-400 of the State Administrative Procedures Act.

Funds in question must be obligated (set aside) until a final decision is reached. If the applicant is successful, the funds or services will be provided to the applicant. If the applicant is unsuccessful, funds are to be made available to eligible participants.

Appendix J

NOTICE OF DENIAL OF ASSISTANCE/SERVICES

To:			
	request for assistance/services from en denied for the following reason(s):	Agency Name and Address	_
	You did not meet the program income eligibility re		
	You have failed to provide sufficient evidence regaruling on your case application.	rding your application to make a	
	Other:		
right the al An in	be advised that if you do not agree with the about on the proof of the	ndar days of the date of this notice of formal appeal of your denial. name of designated hearing officer(s	at (s))
of you If you appea	r written appeal. r appeal is denied at the Community Action Age l to OEO within 20 calendar days of the applican ng decision. The applicant shall submit the writt	ncy level, you may file a written nt's receipt of the agency's written	•
1 C	ffice of Economic Opportunity ttention: Legal Counsel 205 Pendleton Street, Suite 366 olumbia, SC 29201 803) 734-0662		
Sign	ature of Agency Representative	Date	

Appendix K

Sample LIHEAP Household Report

used in measuring targeting performance under the Government Performance and Results Act of 1883. As the reported data are aggregated, the information in this report is not considered to be confidential Assisted Households and (2) Recommended Format for LIHEAP Applicant Households. Data on assisted households are included in the Department's annual LIHEAP Report to Congress. The data are also recipient and applicant households for Federal Fiscal Year (FFY) 2018, the period of October 1, 2017 - April 30, 2018 The Report consists of the following sections: (1) Recommended Long Format for LIHEAP The LIHEAP Household Report-Long Format is for use by the 50 States, District of Columbia, and insular areas with annual LIHEAP allotments of \$200,000 or more. This Federal Report provides data on both LIHEAP

response are not page protected. However, other areas of the spreadsheet cannot be modified. For example, the number of assisted and applicant households can not be entered. Community Services' LIHEAP web site at: www.acf.hhs.gov/programs/liheap/grantees/forms.html#household_report. The spreadsheet is page protected in order to keep the format uniform. The items requiring a automatically for each type of assistance by a formula when the poverty level data are entered L/HEAP Household Report-Long Format (the Excel file name is thisrpist.xls) and the instructions on completing the Report (the Word file name is hhrptins.doc) can be downloaded in the Forms sections of the Office of There are two types of data: (1) required data which must be reported under the LIHEAP statute and (2) requested data which are optional, in response to House Report 103-483 and Senate Report 103-251. Both the Each total will be calculated

Does the data below include estimated figures? 8 Mark "X" in the second column below for each type of assistance that has at least one estimated data entry

RECOMMENDED LONG FORMAT FOR LIHEAP ASSISTED HOUSEHOLDS

				7000	ALMOINED DATA							NEW OF	NEWOLO LED DATA
Type	Mark "X" to	Number of	2018 HHS Po	verty Guideline ii	nterval, based on	2018 HHS Poverty Guideline interval, based on gross income and household size	household size		At least one	At least one member who is		At least one	At least one member who is
of of	Indicate	assisted	Under	75%-100%	101%-125%	126%-150%	Over	60 years or older	Disabled	Age 5 years or under	Elderly /Disabled	w	Age 3 years
assistance	estimated data	households	75% poverty	poverty	poverty	poverty	150% poverty	(elderly)		or under (young child)	young child) /Young Child	or under	through 5 years
Heating		0	0	0	0	0	0	0	0	0	0	0	
Cooling		0	0	0	0	0	0	0	0	0	0	0	
Winter/Year Round Crisis		0	0	0	0	0	0	0	0	0	0	0	
Summer Crisis		0	0	0	0	0	0	0	0	0	0	0	
Other Crisis (specify)		0	0	0	0	0	0	0	0	0	0	0	
Any type of LIHEAP assistance		0						0	0	0	0		

RECOMMENDED FORMAT FOR LIHEAP APPLICANT HOUSEHOLDS (regardless of whether assisted)

REQUIRED DATA

Type	Mark "X" to	Number of	_	HS Poverty Gu	ideline interval, ba	sed on gross incon	HHS Poverty Guideline interval, based on gross income and household size	ze
of	Indicate	applicant	Under	75%-100%	101%-125%	126%-150%	Over	Income data
assistance	estimated data	households	75% poverty	poverty	poverty	poverty	150% poverty	unavailable
Heating		0	0	0	0	0	0	0
Cooling		0	0	0	0	0	0	0
Winter/Year Round Crisis		5	3	2	0	0	0	0
Summer Crisis		0	0	0	0	0	0	0
Other Crisis (specify)		0	0	0	0	0	0	0

Appendix L

LIHEAP Glossary of Terms

Primary Heating – the main form of energy used by a household to heat its dwelling, either deliverable or a utility. (For example, the household heats the dwelling with an HVAC system that is fueled by natural gas. Therefore, the agency would select "natural gas". Other possible options include electric, propane, etc.)

Secondary Heating – the other form of energy used by a household to satisfy <u>only a portion</u> of the heating requirements of a dwelling. (For example, a dwelling uses a fireplace to supplement its primary heating. Therefore, the agency would select "wood". Other possible options include kerosene, natural gas, electric, etc.)

Heating Source – a type of device a household uses to heat the dwelling (where the source of heat comes from). (*Examples: central heat (HVAC), kersoene, propane, space heater, wood, etc.*)

Cooling Energy - the main form of energy used by a household to cool its dwelling. (For example, the household cools the dwelling with a central HVAC system that is run by electricity. Therefore, the agency would select "electric".

Cooling source – a type of device used to cool the home (where the source of cooling comes from). (For example, a dwelling uses a window air conditioner to cool the home. Therefore, the agency would select "window air conditioner unit". Other possible options include central air (HVAC), fan, etc.)

Fuel Oil - the burnable liquids produced from crude oil. **Fuel Oil is commonly known as kerosene**.

Propane - a flammable hydrocarbon gas of the alkane series, present in natural gas and used as bottled fuel. (*Example Vendors: Suburban Propane, L.P. Gas Co., AmeriGas Propane, etc.*)

Natural Gas - flammable gas, consisting largely of methane and other hydrocarbons, occurring naturally underground (often in association with petroleum) and used as fuel. (*Example Vendors: Dominion, Duke, Piedmont Natural Gas, etc.*)

Energy Burden - the expenditures of the household for home energy divided by the income of the household.

Energy Efficiency - the use of energy in an optimum manner to achieve the same service that could have been achieved using a common less efficient manner. LIHEAP considers both the energy burden of such household and the unique situation of such household that results from having members of vulnerable populations, including very young children, individuals with disabilities, and elderly individuals.

DBA System & Program Descriptions for LIHEAP

ECIP Heating/Cooling – LIHEAP crisis assistance provided in response to a situation that has already or poses an immediate risk to life, health and safety directly related to the home or home energy heating/cooling costs. Section 2604(c)(1)(2) of the LIHEAP Statute requires not later than 18-48 hours after a household applies for energy crisis benefits, the eligible entity (CAA)provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits.

ECIP Window Unit – a LIHEAP crisis service that provides households a window unit that otherwise reports no operable source of energy to heat/cool the home. The LIHEAP Statute requires not later than 18-48 hours after a household applies for energy crisis benefits, the eligible entity (CAA) provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits.

ECIP Heater – a LIHEAP crisis service that provides households a cost-effective and efficient heater that otherwise reports no operable source of energy to heat the home. The LIHEAP Statute requires not later than 18-48 hours after a household applies for energy crisis benefits, the eligible entity (CAA) provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits.

LIHEAP Emergency Intervention Service – an intervention provision provided to a household when an approved emergency LIHEAP service cannot be alleviated/executed within the required 18 or 48 hours, and the household has no way to safely heat/cool the home in the interim. The LIHEAP Statute requires not later than 18-48 hours after a household applies for energy crisis benefits, the eligible entity (CAA) provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits. A household *must* be provided a safe source to heat/cool the home or temporary shelter until installation. Intervention services include heaters, fans <u>or</u> temporary shelter.

LIHEAP Local Agency Programs – a system program that allows agencies to provide a LIHEAP benefit and pay multiple vendors in a single service. (*Example: An agency may pay to purchase a window unit and also pay a separate contractor to install the unit. Using the LIHEAP Local Agency Programs, the system will attribute both payments to a single LIHEAP service, instead of counting them as two separate services.*) See **Voucher Reference** below for instructions on how to detail the service provided.

Voucher Reference – when creating a voucher in DBA using "LIHEAP Local Agency Programs", the **Reference** field dropdown provides options to detail the service provided. (*Example: Chimney sweep, Emergency Intervention Services (heaters, fans, or temporary shelter*).

DA Heating/Cooling – a LIHEAP nonemergency beneifit to aid low-income households in meeting their home energy costs, particularly the vulnerable and those with the lowest incomes that pay a high proportion of household income for home energy.

Selected LIHEAP Assistance Payment Plan (SLAPP) — when a nonemergency LIHEAP benefit is applied to the client's bill incrementally, over a period of time. Fundamentally, SLAPP *is* a Direct Assistance benefit, only the full benefit amount may not be provided immediately if the household has a vendor that cannot separate unallowable charges. LIHEAP can only pay for costs associated with the heating/cooling of the home. If LIHEAP funds are used by vendors in ways that are different than what is described in the LIHEAP Statute and State Plan, this may constitute an improper use of funds. (*Reference LIHEAP IM 2010-13 Use of LIHEAP Funds Coordinated with Vendor Assistance Programs*).

LIHEAP Blankets – a LIHEAP service that allows blanket distribution as an energy expense in addition to a LIHEAP nonemergency or crisis assistance, if funding is available and approved by OEO.

LIHEAP Assurance 16 - the LIHEAP Statute (Section 2605(b)(16)) allows States, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance. Assurance 16 activities must be approved by OEO.

LIHEAP Outreach Activities - Section 2605(b)(3) of the LIHEAP statutes allows grantees/subgrantees to conduct outreach activities designed to assure eligible households are made aware of LIHEAP assistance. LIHEAP Outreach Activities include written material, interpretation services, media announcements, etc. LIHEAP Outreach Activities is to promote LIHEAP, **ONLY**.

Appendix M

SOUTH CAROLINA LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP) VENDOR AGREEMENT

This Vendor Agreement shall govern certain activities of the Low-Income Home Energy Assistance Program, hereinafter referred to as LIHEAP, which are to be carried out by the Vendor identified on the signature page of this Agreement, hereinafter referred to as the Vendor, as a condition of receipt of payment, and the Community Action Agency; hereinafter referred to as the CAA.

The______and the Vendor agree to the following:

(Community Action Agency)

A. SERVICES TO BE PERFORMED

- The Vendor shall charge the eligible household, in the normal billing process, the difference between the
 actual cost of the home energy and the amount of the payment.
- The Vendor is required to verify the account holder's name and/or household member(s), account number, current balance on account and signature upon receipt of the energy voucher prior to crediting the customer's account.
- 3. The Vendor will accept the voucher(s) as credit for actual commitment/cash payment for the purchase of home heating fuel or cooling assistance. The Vendor shall specify on the signature page of this Agreement the fuel type to be provided. The Vendor will accept vouchers for the purchase of only the type fuel approved in this Agreement.
- The Vendor will only deliver fuel to the actual residence of the account holder or credit the account of the
 account holder as documented on the voucher.
- If the customer has moved and the energy voucher does not reflect the new address, the Vendor shall not accept the voucher until the customer returns the voucher and requests a change of address from the Community Action Agency (CAA).
- Vendors are to ensure credit and/or service to approved households within the designated programyear.
- 7. This assistance is provided for households, not individuals. For this reason, no name changes may be made on the energy voucher. The address that appears on the voucher should match the name and address shown on the Vendor records. No alterations of any kind should be made to the voucher.
- 8. LIHEAP assistance may be used for deposits if specified by the CAA.
- 9. The parties recognize that each party is bound to act in accordance with their respective bylaws and policies at all times. Nothing in this Agreement is intended or shall be construed to supersede a party's obligations under their respective bylaws and policies or prevent a party from acting in accordance therewith.

B. PROVISIONS UNDER WHICH PAYMENT WILL BE MADE TO VENDORS

- The Vendor must return this properly executed Vendor Agreement to the CAA prior to being reimbursed.
- The Vendor must provide a Federal Employer Identification Number (FEIN) or a Social Security number will be acceptable only if the Vendor is an individual and has no FEIN.
 - a. If a Vendor provides a Social Security Number, the Vendor must use the proprietor's name, not the company name. If a FEIN is supplied, a company name must be used.
 - b. The Vendor shall notify the CAA in writing immediately when the FEIN, Social Security number, business name and/or address changes. Failure to report changes may result in a delay of payments. An IRS W-9 must accompany changes.

- For fuel oil, propane and/or kerosene, the Vendor shall provide the eligible customer a quantity up to the value of the energy voucher but not to exceed the amount required to fill the tank. A delivery ticket must be submitted for actual payment remittance within 30 days of the delivery.
 - a. If the value of the quantity of fuel purchased by a customer is less than the value of the energy voucher, the Vendor shall credit the difference to the customer's account. The credit balance on accounts that equals or exceeds the minimum delivery must be expended each consecutive month until the benefit is exhausted.

If the value of the quantity of fuel required/purchased by a customer is greater than the energy voucher amount, payment for the remaining balance due must be negotiated between the customer and the Vendor. The CAA will not intervene in these matters.

- b. The Vendor will not exchange a customer's energy voucher for cash nor will any cash equivalent be given for excess credit. Violations shall be treated in accordance with Federal and State statutes, to include termination of this Agreement and termination of future services with the Vendor.
- c. When a customer moves from the Vendor's service area, or becomes deceased, and a credit balance remains on that account, the following policies shall apply within the current program year:
 - Any legal survivors living in the residence of the deceased customer (as listed on the voucher), who were household residents at the time of application, are entitled to use the remaining benefit.
 - If there are no remaining legal survivors within the household, any remaining credit balance shall be refunded to the CAA within 30 days of the death or date of last service for the active voucher whichever comes first.
 - Credit balances not used during the current program year (January 1 December 31) are to be returned to the CAA within 45 days of the close of the grant period.
 - Any other circumstances arising shall be dealt with on a case-by-case basis. The Vendor should contact the CAA for additional instruction.

C. PAYMENT PROCEDURES

- Once the Vendor has honored the energy voucher, as specified herein, the Vendor shall mail the energy voucher(s) to the CAA for payment.
- 2. Within 30 days of the date of the receipt of the energy voucher(s), payment amount equal to the total amount of the energy voucher(s) for electric service received by the CAA will be made to the Vendor. For kerosene, propane, fuel oil and/or wood vendors, payment will be made for the actual amount delivered, not to exceed the voucher amount.
 - If a Vendor has not received payment for the energy voucher(s) within 30 days following the submission, the Vendor should contact the CAA and report the delay. In instances of reported delays, the Vendor may also contact the Office of Economic Opportunity (803-734-0662).
- 3. CAAs will submit an IRS Form 1099 to record payments in excess of \$600 to non-incorporated vendors.
- All properly executed Vendor Agreements must be maintained on file with the CAA and Vendor.

D. MONITORING

The Vendor will maintain records documenting the amount of energy assistance that the customer received
and the date of receipt for all fuels other than electricity and natural gas. Records are to be maintained for
one year after the program year ends.

- The Vendor shall permit access to records pertaining to the activities engaged in by the Vendor under this Agreement. Such records include energy voucher payment forms or other documents supporting the delivery of services or receipt of payments for services rendered by the Vendor, as well as the amount of sale, customers' names and addresses.
- 3. The Vendor shall not discriminate against or adversely treat any eligible household regarding terms and conditions of sale, credit, delivery, or service. No discrimination shall be made based on the source(s) of household income. All sources of household income are documented on the Application and then processed, reviewed and approved by an agency representative. Additionally, the State prohibits any discrimination to households because of their receipt of LIHEAP assistance.
- The Vendor will cooperate with any Federal, State or local investigation, audit or program review.

E. LIABILITY

To the fullest extent permitted by law, each party agrees to indemnify and hold harmless each other, the Office of Economic Opportunity and their agents, and employees from and against all claims, damages, losses, and expenses including but not limited to attorney's fees, arising out of or resulting from, whether directly or indirectly, any default or negligent or wrongful act or omission of each party, its agents, employees, or subcontractors in the performance or non-performance of the work, the enforcement of this agreement, or any other legal action.

Any losses caused by criminal activity, gross negligence and/or malicious intent is excluded from this indemnification section.

F. REPORTING DISCLOSURE

The Vendor will allow the CAA and the Office of Economic Opportunity access to LIHEAP customer's household fuel/utility/energy information for the purpose of State and Federal data reporting, as approved by the customer, via the statewide application for service.

G. AMENDMENTS and INTEGRATION

This Agreement contains the entire agreement of the parties with respect to the subject matter of this Agreement, and supersedes all prior contract, negotiations, agreement and understandings with respect thereto. This Agreement may only by amended by a written document duly executed by all parties.

H. TERMINATION

- Either the CAA or the Vendor may terminate this Agreement by giving the other party at least 30 days written notice.
- This Agreement will terminate immediately should the Vendor supply false information or attempt
 to defraud the CAA or the eligible customer. In such cases, no additional reimbursement will be
 made to the Vendor until such matter is resolved.

Ιn	witness	hereto,	the	CAA	and	the	Vendor	have	executed	this	Agreement	on	this_	day	of
_				,	20										

HOME ENERGY ASSISTANCE PROGRAM

VEND	OR: Complete Section 1 Vendor must provi	-9. Do not leave anyth de physical address o	
1.	(Business or Vendor N		
2.	(Mailing Address – Inc	clude City, State and I	Zip Code)
3.	(Street Address – Inch	nde City, State and Zi	p Code)
4.	(Area Code and Telepl	hone Number)	
5.	VENDOR DOCUMEN	TATION	
Social Security		-	Number (FEIN), or, if you do not have a FEIN, a with the proprietor's name (e.g. Hallman's Wood –
	Federal Employer Iden	ntification Number	or
	Social Security Numbe	г	
6.	Fuel Type – Circle all	Types of Fuel Provide	·d.
	Fuel Oil	Electricity	
	Kerosene	Wood	
	Propane Gas	Coal	
	Natural Gas	Landlord or Build	ing Operator Who Provides Heat to Tenants
7.	Check all that apply:		
	□ I certify that I	am not subject to ba	ckup withholding.
	☐ I certify that t	he mailing address or	i file is correct and current.
			new vendor(s), or for existing vendors to report EIN or Social Security number and/or business
(Prin	at Authorizing CAA Sign	nature)	(Print Authorizing Vendor Signature)
(Aut	horizing Signature)		(Authorizing Signature)
(Wit	ness)		(Witness)
(Date	e)		(Date)

(OEO – Revised 12/2019 Effective 1/1/2020 – until amended)

Guidance for Emergency Supplemental Services

This section provides guidance to the South Carolina Community Action Network to respond to the impact of the Coronavirus on client services and program operations.

Community Service Block Grant (CSBG) CARES Act

Funding made available under the CARES Act, Public Law 116-136 (2020), must be used to help prevent, prepare for, or respond to the coronavirus.

One-time Income Verification

Income eligibility will be determined once during a program year considering the household's 30-day income at the time of the initial application. If the household meets the income guidelines, the household will be considered eligible for all qualifying grants for the remainder of the program year. If the person/household seeks additional assistance during the same program year, the applicant will only be required to present a current bill and supporting documentation. However, previous income used to determine the household's eligibility for the program year, along with the initial DBA application, should be copied in the household's file for each additional service provided.

Optional: Disaster Relief Declaration of Income for Lost Wages due to COVID-19

For customers who can prove they have recently become unemployed or furloughed due to COVID-19, it may be considered an emergency with sufficient proof. For example: a letter from an employer. For customers who can provide proof of becoming unemployed or furloughed due to COVID-19 the agency should **NOT** consider the customer's past 30-day wages. Instead, utilize the Declaration of Zero Income form considering only the persons reduced wage amount for 30-days forward.

CARES Act (COVID-19) Benefit Exclusions

TANF, Pandemic Unemployment Assistance, to include stimulus benefits, pandemic weekly Unemployment Insurance benefits, emergency unemployment compensation or essential worker/hazard pay related to the pandemic, should <u>not</u> be counted as income. However, traditional unemployment benefits <u>must</u> still be counted as income.

It is the responsibility of the agency to request a detailed printout of all unemployment benefits to ensure this income is calculated correctly. Use the Declaration of Zero Income if the customer is unable to provide official printouts.

Unallowable Charge Deductions

To alleviate hardships and streamline service delivery, CAAs may deduct unallowable fees from the customer's/household's maximum benefit.

It is the responsibility of the agency to determine if the benefit will alleviate the household's emergency. If the customer's benefit will not restore/maintain the household's energy, the customer will be required to pay the necessary amount or LIHEAP service cannot be provided.

Documentation Verification

Due to the pandemic, OEO realizes customers have limited to no access to certain businesses to retrieve documentation for eligibility. Social Security Offices, DMV, and buildings where customers get documentation for verification may be closed or operating with limited hours. OEO encourages the use of other methods of verification. For example: using another current bill to verify the customer's address. Agencies should utilize the Declaration of Zero income form to verify income only when a customer is unable to provide the proper documentation. Notes in DBA should fully detail alternative documents used for verification.

Award Letters

Agencies may utilize 2021 award letters for customers who do not have access to their 2022 SS/SSI Award letters. Please notate in the file why the 2021 SS/SSI Award appears and account for the estimated income utilizing the Declaration of Zero Income form.

Application Intake Alternatives

An agency may use alternative methods to process applications such as mail-in applications, utilizing a physical secure drop box, or online applications through a secure site. Regardless of the method utilized, it is the agency's responsibility to safeguard applicants Personally Identifiable Information (PII). This includes activities performed

by CAA employees outside of the agency (ex. telecommuting).

Important: It is not safe to send Personally Identifiable Information (such as Social Security numbers, picture ID's and income) over text message. All PII should be encrypted while transmitted over the internet.

The **online fillable application**, produced by OEO, contains language where the customer provides consent to the agency to access their accounts. A signature on this form will waive any other necessary signatures. If the agency chooses not to utilize this form, the entity is encouraged to create a **Universal Waiver Form** to require only one signature.

The agency is still required to transfer information from the fillable form to DBA and complete the remaining information and characteristics in the statewide database for accurate reporting.

Agencies may use the information on file for previously served customers, confirming that the household's information is still accurate (address, vendor, account number, etc.).

Note: If the customer has already been served during PY 2022, income does not need to be verified. However, previous income used to determine the household's eligibility for the program year, along with the initial DBA application, should be copied in the household's file for each additional service provided.

CSBG COVID-19 Overview

COVID-19 CSBG services should provide a benefit directly in response to the COVID-19 pandemic. Agencies will need to create CSBG COVID-19 initiatives and submit a logic model to OEO for

approval <u>before</u> the agency begins rendering service(s). OEO encourages agencies to conduct a community needs assessment to ensure strategies and services are based on locally defined needs from the community's own analysis of the poverty related problems directly caused by the COVID-19 pandemic.

The federal income eligibility range is based on a household's income. The income guideline for all CSBG programs is 200% of the federal poverty level (FPL).

Frequency of CSBG COVID-19 Services

The frequency of CSBG COVID-19 services is determined by the eligible entity (CAA) and approved by OEO by way of the agency's logic model.

Maximum Allowance for COVID-19 Services

The maximum amount of CSBG funds allocated per household is determined by the eligible entity (CAA) and approved by OEO via the agency's annual Community Action Plan.

Important!!! Services specific to COVID-19 must be tracked separately from regular CSBG services.

Please note: In times of disaster, usual time frames (CSBG 72- hour requirement) do not apply.

CSBG COVID Initiatives to Consider

► COVID-19 Mortgage Assistance

Mortgage assistance is limited to a one-month mortgage assistance payment during the program year, not to exceed the agency's determined maximum for regular mortgage assistance. This payment may be considered as a second assistance with mortgages in addition to the standard CSBG mortgage payment. Example: one mortgage assistance utilizing regular CSBG funds and one mortgage assistance from COVID funds.

Feeding Partnerships

Eligible entities may partner with local food banks, summer food service programs (Title 1

schools), and other nutrition programs to provide meals to low-income families/communities.

The CAA is not required to complete individual applications but must have an MOU with the partnering agency and proof that the entity serves low-income individuals/communities. A breakout of the cost per meal must also be established for reporting purposes. A copy of the voucher and check must also be in the file.

Childcare vouchers

Childcare vouchers may be provided to parents returning to work. Proof required.

Internet Service

Assistance can cover home internet costs needed for distance learning, telework, and telehealth, helping to keep families connected to school, work, and healthcare. Proof required.

Infant Care

Agencies may aid with diapers, wipes and formula to families with young children. Gift cards are not allowable.

Personal Protective Equipment (PPE)

PPE, such as hand sanitizer, face masks and gloves may be provided to income eligible families.

Prescription Assistance

Assistance with prescriptions may be provided to those who have lost income/insurance benefits due to the pandemic.

New! LIHEAP ARPA Supplemental Benefit

Congress appropriated supplemental LIHEAP funds under the American Rescue Plan Act (ARP) of 2021

(Public Law 117-2), which the President signed into law on March 11, 2021. This act provided \$4.5 billion "for additional funding to provide payments" for LIHEAP

The federal income eligibility range is based on a household's income. The income guideline for all LIHEAP programs is 150% of the federal poverty level (FPL).

Note: The LIHEAP ARPA Supplemental Benefit expires on September 30, 2022.

Frequency of Service

The LIHEAP ARPA Benefit is <u>an additional</u> LIHEAP benefit that may be provided to an eligible household as <u>often as needed</u>. The household may not have an existing credit on their energy account and must present a current bill with a balance due at the time of service. Prepaid customers are eligible to receive this benefit.

Note: All services and benefits must be notated in DBA.

Maximum Benefit Allowance

The LIHEAP ARPA benefit is \$1,500. If a vendor has agreed to credit LIHEAP benefits accordingly, the agency may credit the full benefit to the customer's account. Note: Agencies that serve Duke Energy customers must verify that credits are not being returned as cash reimbursements.

To alleviate hardships and streamline service delivery, CAAs may deduct unallowable fees from the maximum benefit. If unallowable charges appear on the customer's bill(s), and the vendor has not agreed to apply the LIHEAP grant accordingly, the agency should deduct these fees from the total benefit.

Example: The customer is eligible for \$1,500, but usually has a \$10 monthly outside light fee. On average, the customer's bill is \$200.

The agency would determine that the \$1,500 benefit could carry the customer for 5 months forward. A \$10/month unallowable charge for 5 months is \$50. Therefore, the agency would award the customer \$950.

It remains the responsibility of the agency to verify allowable charges. If the customer is unable to provide utility bills, the agency can only pay what can be verified on the bill(s) available.

Important! LIHEAP ARPA services must be tracked separately from- regular LIHEAP services.

Income Exclusions

TANF, Child Tax Credit payments, Pandemic Unemployment Assistance, to include stimulus benefits, pandemic weekly unemployment insurance benefits, emergency unemployment compensation or essential worker/hazard pay related to the pandemic, should not be counted as income.

Combined Emergency LIHEAP Assistance
Due to the unusually high arrearages on customer
bills related to COVID-19 disconnect suspensions,
LIHEAP 2022 ECIP funds may be combined with
LIHEAP ARPA funds to ONLY satisfy outstanding
allowable balances exceeding \$1,500.

The household's combined LIHEAP ECIP and LIHEAP ARPA benefit must be awarded on the same day and may not exceed \$2,500 (LIHEAP ECIP 2022 max. - \$1,000; LIHEAP ARPA max. - \$1,500).

A combined award will count as TWO services (one LIHEAP ECIP, one LIHEAP ARPA).

- a) Example: Total Customer Bill = \$2,500 in allowable charges. Staff would charge \$1,000 to LIHEAP ECIP and the remaining \$1,500 to LIHEAP ARPA.
- b) Example: Total Bill = \$1,600, however, the bill includes illegal activity and/or non-utility charges totaling \$50. LIHEAP ARPA

funds may pay \$1,500; LIHEAP ECIP 2022 funds may pay \$50; and the customer is responsible for unallowable costs of \$50. Unallowable costs may also be deducted from the customer's total benefit.

Because ARPA services must be tracked separately, agencies must complete two (2) action plans, two (2) vouchers, two (2) awards, etc. when awarding a combined benefit.

Important:

- It is at the agency's discretion to determine which fund to utilize when awarding a combined benefit.
- Nonemergency funds (DA, LSAP, SLAPP, etc.) <u>shall not</u> be combined with the LIHEAP ARPA benefit.

Appendix N



Henry McMaster, Governor Marcia S. Adams, Executive Director

OFFICE of ECONOMIC OPPORTUNITY

James Miller, Director 1205 Pendleton Street, Suite 349 Columbia, SC 29201 803.734.0662 803.734.0356 Fax

SOUTH CAROLINA OEO: Fraud, Waste & Abuse Policies

Background: HHS issued an Action Transmittal requiring that states report on their systems for ensuring program integrity, including provisions to prevent waste, fraud and abuse, and provisions to assure LIHEAP vendor validity. South Carolina OEO's policies to prevent waste, fraud and abuse is as outlined.

State Agency:

To report fraud, waste, abuse, mismanagement, or misconduct within or involving a state agency or employee(s) of a state agency, call the **State Inspector General** at 1-855-723-7283 (1-855-SC-Fraud), or visit the State Inspector General's website to file a complaint online (https://oig.sc.gov/).

Additionally, HR-201 – Disciplinary policy implemented by the Department of Administration (Admin) applies to all employees of the state agency and includes procedures to take. Admin's Human Resources Director or designee should be consulted, and Admin may conduct an investigation and coordinate with the Office of General Counsel as needed. Reference: Department of Administration Employee Disciplinary Policy (form HR-201).

Vendor:

The LIHEAP statewide vendor agreement will terminate immediately should a utility vendor supply false information or attempt to defraud the Office of Economic Opportunity, a Community Action Agency/OEO eligible entity or the eligible customer. In such cases, no additional reimbursement or payment will be made to the utility vendor until such matter is resolved. Reference: South Carolina OEO's Statewide Vendor Agreement (Effective 1/1/20 – until amended).

The <u>Consumer Services Division of the South Carolina Office of Regulatory Staff (ORS)</u> is responsible for assisting the public with complaints against regulated public utilities. This division can be reached at **1-800-922-1531** or **803-737-5230** between the hours of 8:30 a.m. and 5:00 p.m., Monday through Friday. You may also visit their website at www.ors.sc.gov.

Their mailing address is:

Office of Regulatory Staff

Consumer Services Division

1401 Main Street, Suite 900

Columbia, SC 29201

The state office (OEO) will abide by the following procedures for investigating and prosecuting reports of fraud, and any sanctions placed on vendors found to have committed fraud:

- Refer to state Inspector General.
- Refer to US DHHS/DOE/HUD Inspector General (including referral to OIG hotline).
- May refer to OEO Subgrantee
- Vendors found to have committed fraud may no longer participate in CSBG, ESG, LIHEAP and/or WAP, and formal debarment or suspension may be initiated.

For more information please refer to South Carolina OEO Grant Agreements, Model/State Plans, OEO policies and procedures.

Subgrantee:

If the state office finds "cause" with a subgrantee, subgrantee employee, or authorized representative of the subgrantee that involves evidence of fraudulent reporting, use of funds or other evidence of criminal wrongdoing, OEO may initiate a reduction in or termination of the subgrantee's funding.

The federal CSBG Act explains that "cause" for which a state office may initiate a reduction in, or termination of a CAA's funding includes:

The failure of a CAA to comply with the terms of its CSBG agreement with the state, the state plan or to meet a state requirement.

OEO requires Subgrantees to submit a LIHEAP integrity plan annually that details the agency's plan for preventing and detecting fraud, abuse, and improper payments.

In accordance with the OEO grant agreement, Subgrantees must disclose, in a timely manner, in writing to the Grantee all violations of State and Federal criminal law involving fraud, bribery, or gratuity violations potentially affecting the award. See 45 C.F.R. §75.113.

Additionally, Subgrantees must comply with the reporting requirements of Appendix XII to 45 CFR Part 75 and 2 CFR Part 200. More specifically, Subgrantees receiving a total value exceeding \$10,000,000 of active grants, cooperative agreements and procurement contracts from federal

awarding agencies must maintain the currency of information reported to the System for Award Management (SAM) about civil, criminal, or administrative proceedings. See 45 C.F.R. §75 Appendix XII and 2 C.F.R. §200 Appendix XII.

The state office (OEO) will abide by the following procedures for investigating and prosecuting reports of fraud, and any sanctions placed on subgrantees found to have committed fraud:

- Refer to state Inspector General.
- ▶ Refer to US DHHS/DOE/HUD Inspector General (including referral to OIG hotline).
- May refer to OEO Subgrantee
- Contracts and grant agreements with local agencies require that employees found to have committed fraud are reprimanded and/or terminated.

For more information please refer to South Carolina OEO Grant Agreements, Model/State Plans, OEO policies and procedures.

Customers:

Customers intentionally misrepresenting information and/or documentation (social security identification, photo identification, income, household members, etc.) to qualify for services should be considered for debarment. With the recommendation of staff and the approval of the executive director, it is the servicing agency's responsibility to determine the period of debarment according to the documented offense(s). Debarment shall be for a period commensurate with the seriousness of the cause(s). Generally, debarment should not exceed one (1) program year, except debarment for violations involving physical assault, criminal or other seriously improper conduct, which may result in permanent barring.

The state office (OEO) will abide by the following procedures for investigating and prosecuting reports of fraud, and any sanctions placed on clients found to have committed fraud:

- Refer to state Inspector General.
- ▶ Refer to US DHHS/DOE/HUD Inspector General (including referral to OIG hotline).
- May refer to OEO Subgrantee.

For more information please refer to South Carolina OEO Grant Agreements, Model/State Plans, OEO policies and procedures.

OFFICE OF ECONOMIC OPPORTUNITY (OEO/State) CSBG & LIHEAP STAFF INFORMATION:

Questions regarding this Administrative Guide should be directed to OEO staff:

SENIOR MANAGER FOR CSBG AND LIHEAP PROGRAMS

Kelly Buckson | (803) 734-0579 | Kelly.Buckson@admin.sc.gov

PROGRAM COORDINATORS & AGENCY ASSIGNMENTS

Wylondria Jefferson | (803) 734-0673 | Wylondria.Jefferson@admin.sc.gov Aiken/Barnwell, Beaufort-Jasper, Darlington, Palmetto CAP, State Association

Britton Jenkins | (803) 734-1962 | Britton.Jenkins@admin.sc.gov Lowcountry, OCAB, Pee Dee, SHARE, Waccamaw

Suhad Saadeh | (803) 734-0686 | Suhad.Saadeh@admin.sc.gov Carolina, Chesterfield/Marlboro, GLEAMNS, Piedmont, Wateree

OEO PROGRAM SUPPORT STAFF

Brian Alston, Training and Technical Assistance Coordinator (803) 734-1394 | Brian.Alston@admin.sc.gov

Faith Kithome, Economic Advancement Coordinator (803) 734-0317 | Faith.Kithome@admin.sc.gov

Office of Economic Opportunity 1205 Pendleton Street Columbia, South Carolina 29201 Telephone: (803) 734-0662 Fax: (803) 734-0356

www.oeo.sc.gov

This guide is subject to change at any time during the program year.

2022 COMMUNITY ACTION AGENCY SUBGRANTEES/ELIGIBLE ENTITIES

Community Action Agency	CSBG/LIHEAP Point of Contact
Aiken/Barnwell Counties Community Action Agency, Inc.	Bertie McKie
George A. Anderson, Esq.	bertie.mckie@abccaa.org
Executive Director	(803) 648-6836
291 Beaufort Street	CSBG & LIHEAP
Aiken, SC 29801	
(803) 648-6836	State/OEO Coordinator: Wylondria Jefferson
Paradent Ingras Francis On antonits Commission	
Beaufort-Jasper Economic Opportunity Commission James Williams	Latasha Golden
Executive Director	lgolden@thebjeoc.org
Executive Director	(843) 255-7237
1905 Duke St., Suite 250	CSBG & LIHEAP
Beaufort, SC 29902	
(843) 255-7220	State/OEO Coordinator: Wylondria Jefferson
Carolina Community Actions	Mary Reid
Karen Brackett-Browning	mreid@ccainc.org
Executive Director	(803) 329-5195
138 South Oakland Avenue	CSBG & LIHEAP
Rock Hill, SC 29731	
(803) 329-5195	State/OEO Coordinator: Suhad Saadeh
Charterfield Marlhora Economic Opportunity Council	Polanda Lowis
Chesterfield-Marlboro Economic Opportunity Council	Rolanda Lewis
Samuel D. Bass, Jr.	rlewis@cmeoc.org
Samuel D. Bass, Jr.	rlewis@cmeoc.org
Samuel D. Bass, Jr. Executive Director	rlewis@cmeoc.org
Samuel D. Bass, Jr. Executive Director 318-322 Front Street	rlewis@cmeoc.org (843) 320-2135 CSBG & LIHEAP
Samuel D. Bass, Jr. Executive Director 318-322 Front Street Cheraw, SC 29520	rlewis@cmeoc.org (843) 320-2135
Samuel D. Bass, Jr. Executive Director 318-322 Front Street Cheraw, SC 29520 (843) 320-9760	rlewis@cmeoc.org (843) 320-2135 CSBG & LIHEAP
Samuel D. Bass, Jr. Executive Director 318-322 Front Street Cheraw, SC 29520 (843) 320-9760 Darlington County Community Action Agency	rlewis@cmeoc.org (843) 320-2135 CSBG & LIHEAP State/OEO Coordinator: Suhad Saadeh Pamela Stevenson
Samuel D. Bass, Jr. Executive Director 318-322 Front Street Cheraw, SC 29520 (843) 320-9760	rlewis@cmeoc.org (843) 320-2135 CSBG & LIHEAP State/OEO Coordinator: Suhad Saadeh
Samuel D. Bass, Jr. Executive Director 318-322 Front Street Cheraw, SC 29520 (843) 320-9760 Darlington County Community Action Agency Jacquelyn Slayton Executive Director	rlewis@cmeoc.org (843) 320-2135 CSBG & LIHEAP State/OEO Coordinator: Suhad Saadeh Pamela Stevenson pstevenson@dccaa.net (843) 332-1135 ext. 209
Samuel D. Bass, Jr. Executive Director 318-322 Front Street Cheraw, SC 29520 (843) 320-9760 Darlington County Community Action Agency Jacquelyn Slayton Executive Director 325 W. Washington Street	rlewis@cmeoc.org (843) 320-2135 CSBG & LIHEAP State/OEO Coordinator: Suhad Saadeh Pamela Stevenson pstevenson@dccaa.net
Samuel D. Bass, Jr. Executive Director 318-322 Front Street Cheraw, SC 29520 (843) 320-9760 Darlington County Community Action Agency Jacquelyn Slayton Executive Director	rlewis@cmeoc.org (843) 320-2135 CSBG & LIHEAP State/OEO Coordinator: Suhad Saadeh Pamela Stevenson pstevenson@dccaa.net (843) 332-1135 ext. 209
Samuel D. Bass, Jr. Executive Director 318-322 Front Street Cheraw, SC 29520 (843) 320-9760 Darlington County Community Action Agency Jacquelyn Slayton Executive Director 325 W. Washington Street Hartsville, SC 29550	rlewis@cmeoc.org (843) 320-2135 CSBG & LIHEAP State/OEO Coordinator: Suhad Saadeh Pamela Stevenson pstevenson@dccaa.net (843) 332-1135 ext. 209 CSBG & LIHEAP
Samuel D. Bass, Jr. Executive Director 318-322 Front Street Cheraw, SC 29520 (843) 320-9760 Darlington County Community Action Agency Jacquelyn Slayton Executive Director 325 W. Washington Street Hartsville, SC 29550	rlewis@cmeoc.org (843) 320-2135 CSBG & LIHEAP State/OEO Coordinator: Suhad Saadeh Pamela Stevenson pstevenson@dccaa.net (843) 332-1135 ext. 209 CSBG & LIHEAP
Samuel D. Bass, Jr. Executive Director 318-322 Front Street Cheraw, SC 29520 (843) 320-9760 Darlington County Community Action Agency Jacquelyn Slayton Executive Director 325 W. Washington Street Hartsville, SC 29550 (843) 332-1135	rlewis@cmeoc.org (843) 320-2135 CSBG & LIHEAP State/OEO Coordinator: Suhad Saadeh Pamela Stevenson pstevenson@dccaa.net (843) 332-1135 ext. 209 CSBG & LIHEAP State/OEO Coordinator: Wylondria Jefferson
Samuel D. Bass, Jr. Executive Director 318-322 Front Street Cheraw, SC 29520 (843) 320-9760 Darlington County Community Action Agency Jacquelyn Slayton Executive Director 325 W. Washington Street Hartsville, SC 29550 (843) 332-1135 GLEAMNS Human Resources Commission	rlewis@cmeoc.org (843) 320-2135 CSBG & LIHEAP State/OEO Coordinator: Suhad Saadeh Pamela Stevenson pstevenson@dccaa.net (843) 332-1135 ext. 209 CSBG & LIHEAP State/OEO Coordinator: Wylondria Jefferson Marcella Kennedy
Samuel D. Bass, Jr. Executive Director 318-322 Front Street Cheraw, SC 29520 (843) 320-9760 Darlington County Community Action Agency Jacquelyn Slayton Executive Director 325 W. Washington Street Hartsville, SC 29550 (843) 332-1135 GLEAMNS Human Resources Commission Shunna Jeter Executive Director	rlewis@cmeoc.org (843) 320-2135 CSBG & LIHEAP State/OEO Coordinator: Suhad Saadeh Pamela Stevenson pstevenson@dccaa.net (843) 332-1135 ext. 209 CSBG & LIHEAP State/OEO Coordinator: Wylondria Jefferson Marcella Kennedy mkennedy@gleamnshrc.org (864) 223-8434 ext. 8829
Samuel D. Bass, Jr. Executive Director 318-322 Front Street Cheraw, SC 29520 (843) 320-9760 Darlington County Community Action Agency Jacquelyn Slayton Executive Director 325 W. Washington Street Hartsville, SC 29550 (843) 332-1135 GLEAMNS Human Resources Commission Shunna Jeter Executive Director 237 Hospital Street	rlewis@cmeoc.org (843) 320-2135 CSBG & LIHEAP State/OEO Coordinator: Suhad Saadeh Pamela Stevenson pstevenson@dccaa.net (843) 332-1135 ext. 209 CSBG & LIHEAP State/OEO Coordinator: Wylondria Jefferson Marcella Kennedy mkennedy@gleamnshrc.org
Samuel D. Bass, Jr. Executive Director 318-322 Front Street Cheraw, SC 29520 (843) 320-9760 Darlington County Community Action Agency Jacquelyn Slayton Executive Director 325 W. Washington Street Hartsville, SC 29550 (843) 332-1135 GLEAMNS Human Resources Commission Shunna Jeter Executive Director	rlewis@cmeoc.org (843) 320-2135 CSBG & LIHEAP State/OEO Coordinator: Suhad Saadeh Pamela Stevenson pstevenson@dccaa.net (843) 332-1135 ext. 209 CSBG & LIHEAP State/OEO Coordinator: Wylondria Jefferson Marcella Kennedy mkennedy@gleamnshrc.org (864) 223-8434 ext. 8829

Lowcountry Community Action Agency	Emily Mitchell
Tara Glover	eamitchell@lowcountrycaa.org
Executive Director	(843) 549-5576 ext. 106
1605 N Jefferies Hwy	CSBG & LIHEAP
Walterboro, SC 29488	
(843) 549-5576	State/OEO Coordinator: Britton Jenkins
OCAB Community Action Agency	Janice Spells-Jamison
Calvin Wright	jjamison@ocabcaa.org
Executive Director	(803) 536-1027ext.117
1822 Joe Jeffords Highway	CSBG & LIHEAP
Orangeburg, SC 29116	
(803) 536-1027	State/OEO Coordinator: Britton Jenkins
Palmetto Community Action Partnership	Ashley White or Thomas Nix
Casdell Singleton	frontdeskBERK@palmettocap.org;
Executive Director	frontdeskCHAS@palmettocap.org;
	frontdeskDOR@palmettocap.org.
1069 King Street	mentacon con parimeter control of
Charleston, SC 29403	(843) 724-6760 ext. 4192, 4193, 4194
(843) 724-6760	Toll Free (844) 769-6448
	CSBG & LIHEAP
	State/OEO Coordinator: Wylondria Jefferson
Dee Dee Community Action Doutnesship	Queen McCall
Pee Dee Community Action Partnership Walter Fleming	
Executive Director	queenmccall@hotmail.com (843) 678-3400 ext. 121
executive director	(843) 678-3400 ext. 121
2685 South Irby Street	CSBG & LIHEAP
Florence, SC 29501 (843) 678-3400	State/OEO Coordinator: Britton Jenkins
(043) 070-3400	State/OLO Coordinator. Britton Jenkins
Piedmont Community Actions, Inc.	Margie Salters
Cynthia Lounds	msalters@pcasp.org
Executive Director	(864) 327-1115
300A South Daniel Morgan Avenue	CSBG only
Spartanburg, SC 29304	
(864) 585-8183	State/OEO Coordinator: Suhad Saadeh
Sunbelt Human Advancement Resources	Tandy Bannister
Pamela Sims	tbannister@sharesc.org
Executive Director	(864) 269-0700 ext. 3242
	(,

254 S. Pleasantburg Drive	CSBG & LIHEAP
Greenville, SC 29607	
(864) 269-0700	State/OEO Coordinator: Britton Jenkins
Waccamaw Economic Opportunity Council	Shenika Gibbs
James Pasley	shenika.gibbs@weoc.org
Executive Director	(843) 355-9922
1261 Hwy. 501 East, Suite B Conway, SC 29528-1467	CSBG & LIHEAP
(843) 234-4100	State/OEO Coordinator: Britton Jenkins
Wateree Community Actions	Margaret Gibson
Annette Tucker	mgibson@wcai.org
Executive Director	(803) 807-9811
1915 Harden Street	CSBG & LIHEAP
Columbia, SC 29204	
(803) 807-9811	State/OEO Coordinator: Suhad Saadeh
SC Association of Community Action Partnership	Elaina Lamar
Jessica McMoore	elamar@scacap.org
Executive Director	(803) 771-9404
2700 Middleburg Drive, Suite 213	
Columbia, SC 29204	
(803) 771-9404	State/OEO Coordinator: Wylondria Jefferson